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the science of absence management

LeaveLink® User Guide

For County of Los Angeles Users

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Table of Contents

Acronyms and Abbreviations Commonly used in LeaveLink®	6
County of Los Angeles LeaveLink® User Access Levels	7
Accessing LeaveLink®	8
Home Page	9
Task List	11
<i>Ad-Hoc Tasks & Internal Communications</i>	13
Finding an Employee Record	15
Employee Profile Screen	16
<i>Modifying Demographics & Employment Information</i>	17
<i>Unknown Work State</i>	21
<i>Calendar</i>	21
<i>View All Leaves</i>	22
Entering Historic Leave	23
Leave Inquiry Process	27
Adding a New Leave	29
<i>Check for an existing leave first</i>	29
<i>Continuous Leave</i>	30
<i>Intermittent Leave</i>	31
<i>Reduced Schedule Leave</i>	32
<i>STD/WC Intake Screen</i>	33
<i>Notes for Eligibility Review</i>	34
<i>Two- Week Scheduler</i>	35
<i>Eligibility Review</i>	36
<i>Overturning Coverage</i>	36
<i>Removing or delaying individual policies</i>	38
<i>Coverage Breakdown</i>	39
<i>Calculating Policies: Business Days vs. Calendar Days</i>	40
Leave Details Screen	42
<i>To reassign a leave:</i>	42
<i>Absences Tab</i>	43
<i>Certification Tab</i>	43
<i>STD / LTD/ WC Tab</i>	44
<i>Eligibility Tab</i>	45
<i>Correspond Tab</i>	46
<i>Audit Trail Tab</i>	47
<i>Back to Work Tab</i>	47
<i>Image Upload</i>	48
Certifying a Leave	50
<i>Processing a Complete Certification (No 2nd Opinion Required)</i>	51
<i>Processing an Incomplete Certification</i>	55
<i>Extending the Due Date</i>	55
<i>Partial Approval</i>	56
Denying a Leave	58
<i>Denial Due to Reason for Leave</i>	59
<i>Denial Due to Ineligibility</i>	59
<i>Denial for Non-Certification of a Serious Health Condition</i>	59
<i>Denial for Not Returning Complete Documentation</i>	60
<i>Denial Due to Exhaustion</i>	60
<i>Denying Leave Due to "Late Filing" by Employee</i>	60
<i>Denying Due to Over Age Child</i>	60

Modifying a Leave.....	60
<i>Canceling Selected Absences</i>	61
<i>Canceling an Entire Leave.....</i>	62
<i>Extending a Leave with Continuous Absences.....</i>	62
<i>Extending the Leave with a Reduced Schedule</i>	64
<i>Converting Continuous Absences to Reduced Schedule</i>	65
<i>Adding a Single Absence to a Leave.....</i>	66
<i>Modifying Policy Coverage</i>	67
<i>Changing the Delivery Date or Disability Period for a Pregnancy Leave</i>	68
<i>Recalculating Entitlement and Exhaustion Dates.....</i>	69
<i>Modify Work Schedule for a Leave.....</i>	71
<i>Alter Average Workweek (from eligibility review).....</i>	72
<i>Continuous Leave Started Earlier than Anticipated</i>	74
<i>Uncanceling Select Absences</i>	75
<i>Denying Leave Due to “Late Filing” by Employee</i>	75
<i>Denying Leave Due to Over Age Child.....</i>	76
Closing Leaves.....	77
Reports	79
<i>To generate a report</i>	79
<i>Details Reports</i>	80
<i>Summary Reports</i>	80
<i>Trend Reports.....</i>	80
<i>List Reports.....</i>	81
<i>Audit Reports</i>	81
<i>Analysis Reports</i>	81
Reviewing Intermittent Hours	82
<i>What is an exception?.....</i>	82
<i>How to process an exception.....</i>	83
<i>Processing “No matching leave/New absence”</i>	83
<i>To process the absences individually,</i>	84
<i>To process multiple absences for an employee at one time,</i>	85
<i>Processing “Existing leave/ New absence”</i>	86
<i>To process the absences individually,</i>	87
<i>To process multiple absences for an employee at one time,</i>	88
<i>Processing “Conflicting Absence – Partial Day”</i>	88
Frequently Asked Questions (FAQs)	90
<i>I’ve forgotten my username. How do I retrieve it?</i>	90
<i>I’ve forgotten my password. How do I reset it?.....</i>	91
<i>What should I do if I receive a runtime error?.....</i>	93
<i>How do I enter an open historic leave?</i>	95
<i>An employee is erroneously showing as ineligible for one or more policies in LeaveLink. How do I make them eligible for the policies?.....</i>	95
<i>The medical certification dates cover more than the absence dates. Why didn’t the absence dates update when I entered the certification dates?</i>	96
<i>The disability period on the pregnancy leave I entered is longer than six weeks. How do I apply PDL to additional absences and remove CFRA?</i>	96
<i>How do I enter a leave with absences that overlap an existing leave?</i>	96
<i>What is “personal protected leave?”</i>	96
<i>The letters are not generating for me. Why is this happening?.....</i>	96
<i>How do I identify which letter a “print and mail correspondence” task is for?</i>	97
<i>I don’t see a URL at the bottom of my screen when hovering over correspondence. How do I enable this?.....</i>	98
Appendix A – Reasons for Leave	99
Glossary of LeaveLink® Terminology	100

Time Cared Coding.....101
Notes.....107

Acronyms and Abbreviations Commonly used in LeaveLink®

4850 = Labor Code 4850

AMS = Absence Management Software or System; LeaveLink

CAA = Conditional Assignment Agreement

EE = Employee

ERP = Employer Response Packet (sometimes called Eligibility Packet or Conditional Letter)

FMLA = Family Medical Leave Act of 1993

HCP = Healthcare Provider

IA = Industrial Accident

LOA = Leave of Absence

LTD = Long-term Disability

Med Cert = Medical Certification

MLOA = Medical Leave of Absence

RTW = Return to Work

SHC = Serious Health Condition

STD = Short-term Disability

WC = Workers' Compensation

WHTA = Work Hardening Transitional Assignment

County of Los Angeles LeaveLink® User Access Levels

The following user access levels exist in LeaveLink®. This user guide contains information on the areas these access levels may access; however, not all of the access levels have access to all areas contained within this user guide.

Dept User – This user has full access to LeaveLink®. He/she can access employees in his/her department only. This user is the only user that receives tasks. This user's County of Los Angeles job title may be RTW Coordinator, FMLA Coordinator, or ADA/FEHA Coordinator. This user has an access level of RTW Coordinator in LeaveLink.

Dept Master User - This user has full access to LeaveLink®. He/she can access employees in his/her department only. He/she can reassign tasks and leave owners for employees within his/her department. This user's County of Los Angeles job title may be RTW Supervisor, FMLA Supervisor, or ADA/FEHA Supervisor. This user has an access level of Dept HR in LeaveLink.

CEO/DHR Super User – This user has full access to LeaveLink®. He/she can access all employees. He/she can reassign tasks and leave owners for all employees. These users work in DHR or CEO. This user has an access level of Master HR in LeaveLink.

Dept Report – This user can access only the reports. The reports contain data on employees in his/her department only.

All Report - This user can access only the reports. The reports contain data on all employees.

Accessing LeaveLink®

To access LeaveLink®:

- 1.) Enter www.leaveadmincola.com in your web browser. The LeaveLink® login screen will appear (see Figure 1).



Note

You may also access LeaveLink through LA County Benefits (mylacountybenefits.com). There is a link in the bottom, right-hand corner.

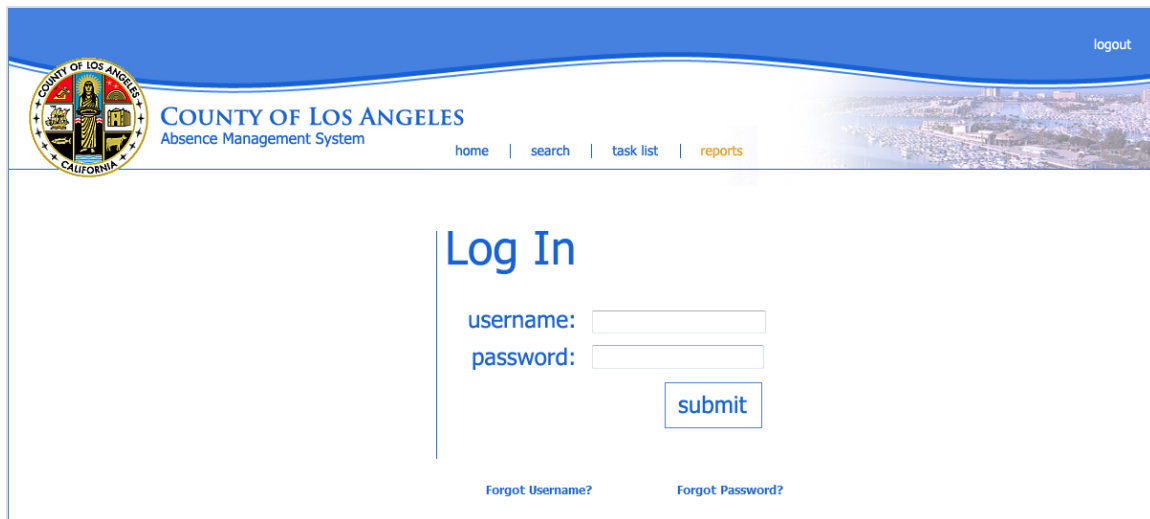
- 2.) Enter your username.



Note

Your username is your 'e' or 'c' + employee number. For example: e123456 or c123456. Enter your password.

- 3.) Click **Submit** to access the system.



The screenshot shows the login interface for the County of Los Angeles Absence Management System. At the top left is the County of Los Angeles seal. To its right, the text "COUNTY OF LOS ANGELES" and "Absence Management System" is displayed. Further right are navigation links: "home", "search", "task list", and "reports". In the top right corner, there is a "logout" link. The main content area features a "Log In" heading. Below this heading are two input fields: "username:" and "password:". A "submit" button is positioned to the right of the password field. At the bottom of the login section, there are two links: "Forgot Username?" and "Forgot Password?".

Figure 1

Home Page

After you have logged into the system, the LeaveLink® home page is displayed (see Figure 2). At the top of the screen are four links to access the home page (**home**), employee search screen (**search**), your task list (**task list**), and report selection screen (**reports**). The logout link is located in the upper, right-hand corner of LeaveLink® (**logout**). These links are available from any area of the program.

recent employees

LORRAINE RICHARD
MITRA Ophelia Galindo (ID 12458798)

system configuration

physician search

intermittent hours review

Good morning, Master.

You have logged in as a Master User.

Your Current Task List (Top 10)

Task Description	Due Date	Employee Name	Leave	Reason	Comments
Leave documentation due	09/07/2012	SHANNELL SAMPLE	15740	CHILD	
Print / mail correspondence	09/12/2012	CONSIGLIA	16000	FAMMIL_IS	
Print / mail correspondence	09/12/2012	CONSIGLIA	16000	FAMMIL_IS	
Print / mail correspondence	09/12/2012	CONSIGLIA	16000	FAMMIL_IS	
Print / mail correspondence	09/12/2012	CONSIGLIA	16000	FAMMIL_IS	
Print / mail correspondence	09/12/2012	CONSIGLIA	16000	FAMMIL_IS	
Print / mail correspondence	09/12/2012	CONSIGLIA	16000	FAMMIL_IS	
Print / mail correspondence	09/12/2012	CONSIGLIA	16000	FAMMIL_IS	
Leave documentation due	09/27/2012	CONSIGLIA	16000	FAMMIL_IS	
Print / mail correspondence	10/02/2012	Anita Rest	18251	PREGNANCY	
Print / mail correspondence	10/02/2012	Phil Harmonic	18252	OWN	

[See All Tasks...](#)

Figure 2

If you have tasks that need to be complete, a portion of your task list is displayed in the Your Current Task List (Top 10) section of the screen. To view more of your tasks, click the **See All Tasks...** option at the bottom of the screen.

Based on your access level, the following menu items may appear on your home screen:

- **Recent Employees** – This option shows the employees that you most recently searched.
- **Physician Search** – This option allows you to search physician records that have been entered through the medical certification screen and update these records using the **Link to Modify** from the search results.

recent employees

Ophela

Please enter your search criteria for Health Care Providers below:

First Name:

Last Name:

City:

State:

Submit

Search Results:

Name	Address	City	Phone	Fax	Reference	Update
Thomas Minor	3215 Wood Street	Los Angeles , CA 90215	800.555.1212	800.555.1213		Link to Modify
Thomas Miner		Los Angeles , CA				Link to Modify

batch printing

system configuration

physician search

Figure 3

- **Intermittent Hours Review** – This option allows you to view and reconcile information about intermittent absences imported from the County payroll system that conflict with leave information in LeaveLink®. The records on this screen indicate the absence information that was imported from the County payroll system did not match the leave information that was already in LeaveLink®. For more information on reviewing intermittent hours, please see the
- *Reviewing Intermittent Hours* section.

recent employees

system configuration

physician search

intermittent hours review

Exceptions "To Review", by Category

Exception Type	Total Records	In My Department(s)
No matching leave / New absence	4909	0
Conflicting Absences - Partial Day	3072	0
Existing leave / New absence	18182	0
Total:	26163	Total: 0

Filter By Location: Submit

Task List

LeaveLink® creates system-generated tasks as leaves are entered and processed. Some of these tasks are automatically completed as you process leaves in LeaveLink®, while others you have to manually remove from your task list. Following is a partial list of the system-generated tasks, how they are created in the system and how they are removed from your task list (see Table 1).



Note Only the Return to Work Coordinator receives tasks.

LeaveLink Task	Created When:	Completed & Removed:
Review new leave request	A leave request with the planned absences is entered in the system.	Automatically after the eligibility review is completed and the leave is added to the system.
Leave documentation due (original)	A leave requiring a medical certification is entered in the system.	Automatically when the "Complete Received" date is entered on the Medical Certification screen.
Print and mail correspondence	Correspondence is generated in the system.	Manually completed after you print and mail the correspondence packet.
EE scheduled for RTW	The Expected RTW date or last absence date is five days from the current date and the leave is still open.	Manually completed when the "Actual Return Date or Closure Date" is completed on the Back to Work tab on the Leave Details screen.
Internal message from:	Manually created from the task list.	Manually completed.
Other	Manually created from the task list.	Manually completed.
Recertification: Intermittent	A nightly batch cycle runs and places the task on the list if the leave is intermittent and 60 days has lapsed since the last certification.	Manually completed after the recertification record has been entered on the med cert tab.
Confirm RTW or Recertification	The medical certification has expired, and there is not a subsequent recertification record or confirmed RTW date entered for the leave, and the task has not been generated for the past seven days.	Manually completed after RTW has been confirmed or recertification has been created.
8-Day Follow-Up	A nightly batch cycle runs and places the task on the list if 8 days has lapsed since the entry of the leave.	Manually completed.
Close leave for Terminated Employee	A nightly batch cycle runs and places the task on the list if an employee has a termination date and an open leave.	Manually completed after the open leave has been closed.

30-Day Follow-Up	A nightly batch cycle runs and places the task on the list if 30 days has lapsed since the entry of the leave or the last 30-Day Follow-Up task.	Manually completed.
Update STD Status	A nightly batch cycle runs and places the task on the list if STD approval dates are imported for a leave.	Manually completed after STD has been approved from the std / ltd/ wc tab.

Table 1

- 1.) To access your task list click the **See All Tasks...** option on the "Your Current Task List (Top 10)" section of the home page or click the **Task List** link at the top of any screen.
- 2.) The task list screen contains three tabs: **My Tasks**, **All Tasks** and **Coming Soon** (see Figure 4).
 - a.) Tasks with dates equal to the current date or earlier appear on the **My Tasks** tab.
 - b.) You can view the tasks assigned to all administrators on the **All Tasks** tab.
 - i. The task may be reassigned by clicking on the date link for the task.



Note Only someone with Dept Master User or CEO/DHR Super User access may reassign tasks.

- ii. Select the administrator that you would like to reassign the task to from the dropdown list.
- iii. If necessary, you may also change the "due" date of the task by editing the date in the "Scheduled for" field.
- iv. Click **Submit**.
- c.) The **Coming Soon** tab shows you tasks with due dates in the future.

recent employees

JANE KADDIS (ID 536306)
 AZIZA ABRAHAM (ID 512319)
 Leave 595 (JACKSON)
 CECELIA COOPER (ID 479318)
 CINDY MA (ID 516426)
 KAREN LA (ID 449926)
 Ian Bentley (ID A3)

batch printing

system configuration

physician search

Administrative Tasks assigned to Master User

View: Sort:

my tasks **all tasks** **coming soon** **Current View: My Current Tasks**

Date	Description	Comments	Employee	Reason	Leave	Done
03/22/2012	Review new leave request	426	T Employee			<input type="checkbox"/>
04/18/2011	Leave documentation due		K LA	PREGNANCY	941	<input type="checkbox"/>
03/31/2012	Leave documentation due		L JIMENEZ	SPOUSE	12	<input type="checkbox"/>
03/31/2012	Leave documentation due		J MARTINEZ	PARENT	8	<input type="checkbox"/>
03/31/2012	Leave documentation due		L JONES	CHILD	9	<input type="checkbox"/>
03/31/2012	Leave documentation due		L COOPER	CHILD	10	<input type="checkbox"/>
03/31/2012	Leave documentation due		E LABAYNA	PARTNER	11	<input type="checkbox"/>
03/16/2012	Print / mail correspondence	27	J MARTINEZ	PARENT	8	<input type="checkbox"/>
03/16/2012	Print / mail correspondence	29	L JONES	CHILD	9	<input type="checkbox"/>
03/16/2012	Print / mail correspondence	31	L COOPER	CHILD	10	<input type="checkbox"/>
03/16/2012	Print / mail correspondence	32	L COOPER	CHILD	10	<input type="checkbox"/>
03/16/2012	Print / mail correspondence	34	E LABAYNA	PARTNER	11	<input type="checkbox"/>
03/16/2012	Print / mail correspondence	35	L COOPER	CHILD	10	<input type="checkbox"/>
03/16/2012	Print / mail correspondence	37	L JIMENEZ	SPOUSE	12	<input type="checkbox"/>
03/19/2012	Print / mail correspondence	38	L JIMENEZ	SPOUSE	12	<input type="checkbox"/>
03/19/2012	Print / mail correspondence	39	L JIMENEZ	SPOUSE	12	<input type="checkbox"/>
03/19/2012	Print / mail correspondence	40	L JIMENEZ	SPOUSE	12	<input type="checkbox"/>

Figure 4

- 3.) The date, description, comments, employee, reason and the leave number associated with each task are displayed.
- 4.) To process a to-do item, simply click on the link in the description column.
 - a.) You will be re-directed to the appropriate area of the software to perform the action required.
 - b.) Most tasks will be removed from your task list when the required information is entered or processed.
 - c.) You can also remove an item from your task list by clicking the associated box in the "Done" column and clicking the **Update** button.

Ad-Hoc Tasks & Internal Communications

LeaveLink® allows you to create ad-hoc tasks in addition to the system-generated tasks. You can also send messages to other administrators or users that will appear on their task lists.

- 1.) To create an ad-hoc task, click the **New Task** button on your task list.
 - a.) A screen will appear for you to select the type of task and enter the details for it (see Figure 5).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

IRENE GABALDON (ID 517636)
Leave 956 (ZABALA)
SUSAN ZABALA (ID 244117)
BRUCE JACKSON (ID 255089)
Leave 951 (JACKSON)
JAINE KADDIS (ID 536306)
Leave 936 (KADDIS)
ANDREA JACKSON (ID 471990)

batch printing

system configuration

physician search

Add a new administrative task

Scheduled For: 04/05/2012

Task Type: Leave documentation due

Administrator: ABRAHAM, AZIZA

Tied to Leave:

Regarding Employee: Reset

Notes:

CANCEL SUBMIT

Figure 5

2.) On the new administrative task screen:

- a.) Select the date that you want the task to appear on the task list.
- b.) Select the type of task you want to create from the “Task Type” drop-down list. Use the “Internal message from:” option to send a message to another administrator. Use the “Other” option if you want to create a new task that is not defined.
- c.) Select the name of the user to receive the task from the “Administrator” drop-down list. Be sure you have selected your name if you want the task displayed on your task list.
- d.) Associate the task with a specific leave by using the search feature to find the desired leave (optional).
- e.) Associate the task with a specific employee by using the search feature to find the desired employee (optional).
- f.) Enter a description or comments in the “Notes” field. Use this to define new tasks such as “Call employee to verify delivery date,” “Fax from provider due,” etc. This will be displayed in the comments section of the task list.
- g.) Click the **SUBMIT** button.

Finding an Employee Record

To locate an employee's record in the system:

- 1.) Click the **Search** link at the top of any screen. A search screen will appear where information is entered to locate the employee's record (see Figure 6).
- 2.) Enter any or all of the employee's first name, last name, employee ID or social-security number.
- 3.) Click the **Search** button, and a list of employees matching your search criteria will appear under the entry fields.
- 4.) Click on the employee's name to access his/her record on the Employee Profile screen.

County of Los Angeles
Absence Management System

home | search | task list | reports

logout

recent employees

Enter search information about an employee or leave below.

First Name: Leave No:

Last Name: Search

Employee ID:

SSN: Search

recently accessed:

Leave 951 (JACKSON)
ANDREA JACKSON (ID 471990)
JANE KADDIS (ID 536306)
AZIZA ABRAHAM (ID 512319)
Leave 595 (JACKSON)
CECELIA COOPER (ID 479318)
CINDY MA (ID 516426)
KAREN LA (ID 449926)
Ian Bentley (ID A3)

batch printing

system configuration

physician search

Figure 6

- a.) Once you access an employee's record from this screen, his/her name will appear in the recently accessed list on the right side of the screen. You can simply click on the employee's name in this list to access his/her record.



Note When searching by leave number, you must enter the full leave number.



Note Your search results are restricted to employees in your department.



Note When searching by last name, LeaveLink requires accurate spelling. LeaveLink will not suggest an alternate spelling.



Note When searching by Employee ID, the lower case “e” should not be included.

Employee Profile Screen

The employee profile screen displays a summary of the employee’s demographic information (including the employee’s work state under location) and leave data. It also displays the employee’s current leave entitlement as of the current date (see Figure 7).

From this screen, you can access the employee’s record by clicking the **Modify...** link in the “Demographics & Employment” area of the screen. You can also access the details for a leave by clicking on the leave number in the “Leave Summary” area of the screen. The **View All** link in the “Leave Summary” area allows you to view the employee’s leave and absence history (see step 3 in the Calendar section).

You can enter a leave request for the employee by clicking the **NEW LEAVE** button. To enter a historic leave (a leave that occurred before you began using LeaveLink) for this employee, click the **HISTORIC** button. To review the correspondence generated for this employee, click the **CORRES.** button. You can create the Employee Profile report by clicking the **REPORT** button and see a color-coded calendar with all of the employee’s absences by clicking the **CALENDAR** button.

The screenshot shows the Employee Profile screen for Drew Blanc (ID kg1236). The page header includes the County of Los Angeles logo, the title "COUNTY OF LOS ANGELES Absence Management System", and navigation links: home, search, task list, reports, and a logout button. On the left, there are links for "recent employees" (Drew Blanc) and "system configuration", "physician search", and "intermittent hours review". The main content area is titled "Profile for Drew Blanc" and contains a "Demographics & Employment" section with a "Modify..." link. Below this is a table of employee details. To the right, there are buttons for "NEW LEAVE", "INQUIRE", "HISTORIC", "CORRES.", "REPORT", and "CALENDAR". Below these is a "Leave Summary" table with columns for No., Reason, Absences, Cert Dates, Status, and Injury Date. Further down is a "Recent Eligibility Inquiries" table and an "FMLA Calculation Method" section showing "Rolling Forward (FMLA RFD = 06/25/2012)". At the bottom, there is a "Current Leave Entitlement - as of 08/23/2012" table with columns for Policy, Used, and Available.

Demographics & Employment						
Employee ID:	kg1236					
Date of Birth:						
Primary Address:	110 N Citrus Ranch Rd #207					
Primary City:	Los,					
Country:	US					
Primary Phone:						
Email Address:	...					
Hire Date:	08/23/2003					
Hours Worked:	0.000 hours					
Key Employee:	No					
Spouse at Company:	No					
Work State:	CA					
Location:	FIELD STAFF					
Department:	HH					
Master Department:	DHS					
Classification/Item No.:	4745					
Union Status/Bargaining Unit:	221					
Retirement Plan:	Plan D					
Benefit Plan:	3					

No.	Reason	Absences	Cert Dates	Status	Injury Date
15738	CAA_ADMIN	10/01/12-10/26/12	10/01/12-10/26/12	Open/Approved	
8564	MLOA	08/06/12-09/07/12		Open/Pending	08/04/2012
8497	OWN	06/25/12-07/27/12	06/25/12-07/27/12	Open/Approved	06/24/2012

No.	Reason	Entered On	Projected Start
No inquiry records for this employee.			

Policy	Used	Available
CA_AIRPATROL	--	10.000 days
CA_DONOR	--	30.000 days
CA_FAMMIL	--	10.000 days
CA_MARROW	--	5.000 days
CAA	--	1825.000 days
CAA_ADMIN	--	1825.000 days
CAA_SCDR	--	1825.000 days
CAFIRE	--	365.000 days
CAFTR	--	14.000 days
CAPPL	--	12.000 weeks

Figure 7

Modifying Demographics & Employment Information



Important

The second address information is the only information you can update on the Demographic and Employment information. All other changes must be received on the file from eHR.

- 1.) To view or modify the employee's demographic or employment information, click the **Modify...** in the Demographics & Employment box.
 - a.) The tabbed employee screen will appear (see Figure 8).

Figure 8

- 2.) The first section of the **demographics** tab displays the employee's name, Social Security number, date of birth, marital status, and gender.
- 3.) The second section of the **demographics** tab allows you to view the employee's primary address and phone number. This information will be used in the letters that are generated during the leave process.
 - a.) You can also enter a second address and phone number if the employee will be at a different address while on leave (such as a parent's home if taking leave for a parent's serious health condition).



Note

If a second address is entered, it becomes the default mailing address.

- b.) The employee's email address can also be viewed in this section.
- 4.) The third section of the **demographics** tab allows you to view the employee ID.

- 5.) Click the **UPDATE** button if you have updated second address information for the employee.
 - a.) You can click the **PROFILE** button to view the employee's profile screen.
- 6.) The first section of the **employment** (see **Error! Reference source not found.**) tab allows you to view the employee's continuous service date, original hire date, termination date, and occupation.
 - a.) You can update the hours worked information for the employee by entering the total hours worked in the previous 12 months in the Hours Worked field. Then enter the date these hours worked are current as of in the Hours Worked Date field. Finally, click the **UPDATE** button at the bottom of the screen to save your changes.

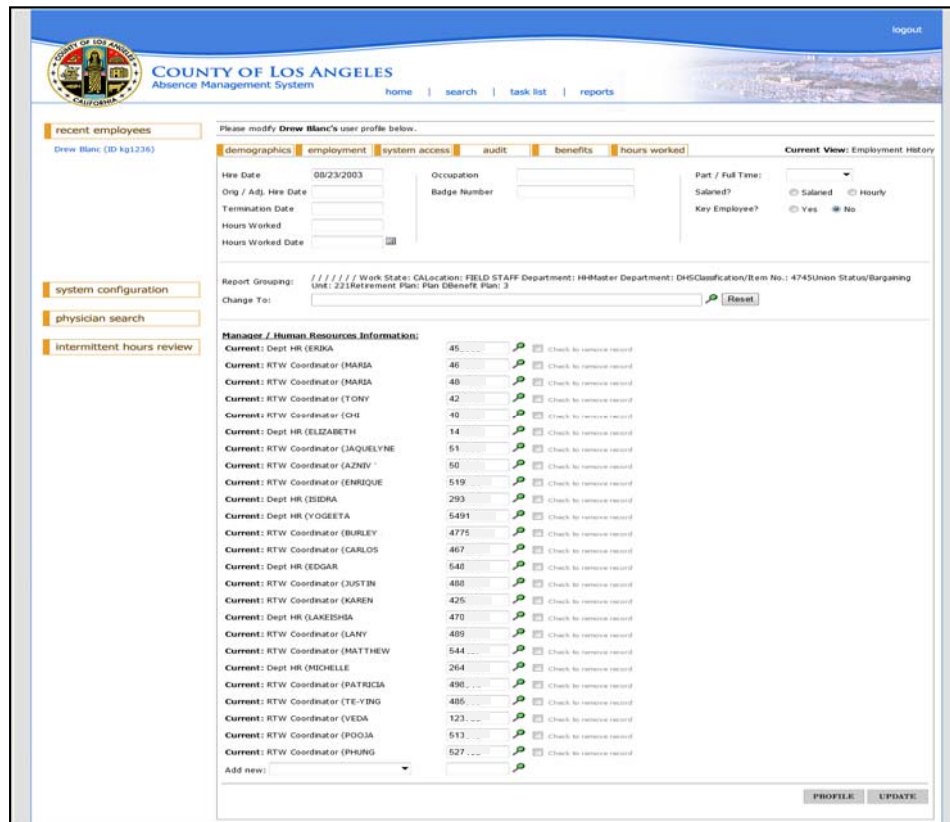


Note The hours worked information is provided to LeaveLink from eHR. Updating the hours worked will replace the information from eHR in LeaveLink. When a new file is received by LeaveLink, the manually entered hours will be replaced by the information from the file.



Note The manually entered hours will be used when determining eligibility if a subsequent file has not been received from eHR since they were entered.

- b.) You can also view if the employee is a key employee or if the employee is classified as salaried/exempt.
- 7.) The report grouping section allows you to view the configuration for the employee.
- 8.) The final section allows you to view the employee's RTW Coordinator and Dept HR.
- 9.) Click the **PROFILE** button to view the employee's profile screen.



County of Los Angeles Absence Management System

home | search | task list | reports

recent employees
Drew Blanc (ID kg1236)

Please modify Drew Blanc's user profile below.

demographics | employment | **system access** | audit | benefits | hours worked

Current View: Employment History

Hire Date: 08/23/2003
Org / Adj. Hire Date:
Termination Date:
Hours Worked:
Hours Worked Date:

Occupation:
Badge Number:

Part / Full Time: ☐ Salaried ☐ Hourly
Salaried?
Key Employee? ☐ Yes ☒ No

Report Grouping: / / / / / Work State: Allocation: FIELD STAFF Department: H@Master Department: DHSClassification/Item No.: 4743Union Status/Bargaining Unit: 221Retirement Plan: Plan DBenefit Plan: 3
Change To: [Reset]

Manager / Human Resources Information:

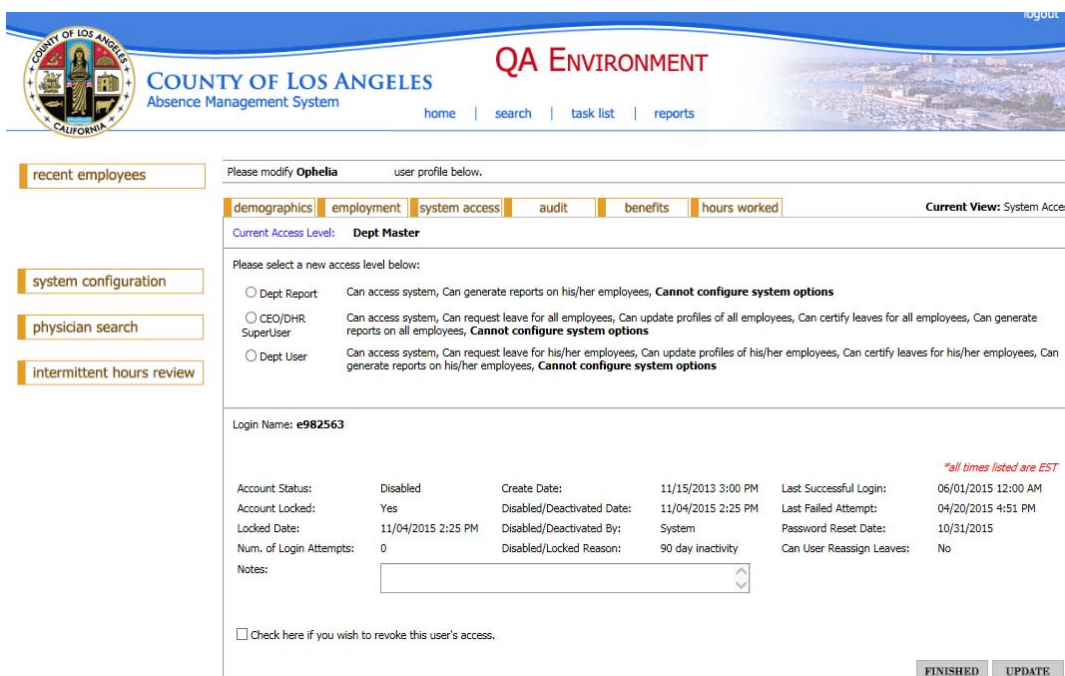
Current: Dept HR (ERGA)	45	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (MARGA)	46	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (MARGA)	48	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (TONY)	42	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (CHI)	40	<input type="checkbox"/> Check to remove record
Current: Dept HR (ELIZABETH)	14	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (JAQUELYNE)	51	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (AZNEV)	50	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (ENRIQUE)	519	<input type="checkbox"/> Check to remove record
Current: Dept HR (SIDRA)	293	<input type="checkbox"/> Check to remove record
Current: Dept HR (YOGEETA)	5491	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (BURLEY)	4775	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (CARLOS)	467	<input type="checkbox"/> Check to remove record
Current: Dept HR (EDGAR)	548	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (JUSTIN)	488	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (KAREN)	425	<input type="checkbox"/> Check to remove record
Current: Dept HR (LAKESHIA)	470	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (LANY)	489	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (MATTHEW)	544	<input type="checkbox"/> Check to remove record
Current: Dept HR (MICHELLE)	264	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (PATRICIA)	490	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (TE-YING)	485	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (VEDA)	123	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (POOJA)	513	<input type="checkbox"/> Check to remove record
Current: RTW Coordinator (PHUNG)	527	<input type="checkbox"/> Check to remove record

Add new:

PROFILE UPDATE

Figure 9

- 10.) If the employee has access to the software, then you can view his/her access level by clicking the **System Access** tab (see Figure 9).



County of Los Angeles Absence Management System

home | search | task list | reports

recent employees

Please modify Ophelia user profile below.

demographics | employment | **system access** | audit | benefits | hours worked

Current View: System Access

Current Access Level: **Dept Master**

Please select a new access level below:

☐ Dept Report Can access system, Can generate reports on his/her employees, **Cannot configure system options**

☐ CEO/DHR SuperUser Can access system, Can request leave for all employees, Can update profiles of all employees, Can certify leaves for all employees, Can generate reports on all employees, **Cannot configure system options**

☐ Dept User Can access system, Can request leave for his/her employees, Can update profiles of his/her employees, Can certify leaves for his/her employees, Can generate reports on his/her employees, **Cannot configure system options**

Login Name: e982563

Account Status: Disabled Create Date: 11/15/2013 3:00 PM Last Successful Login: 06/01/2015 12:00 AM

Account Locked: Yes Disabled/Deactivated Date: 11/04/2015 2:25 PM Last Failed Attempt: 04/20/2015 4:51 PM

Locked Date: 11/04/2015 2:25 PM Disabled/Deactivated By: System Password Reset Date: 10/31/2015

Num. of Login Attempts: 0 Disabled/Locked Reason: 90 day inactivity Can User Reassign Leaves: No

Notes:

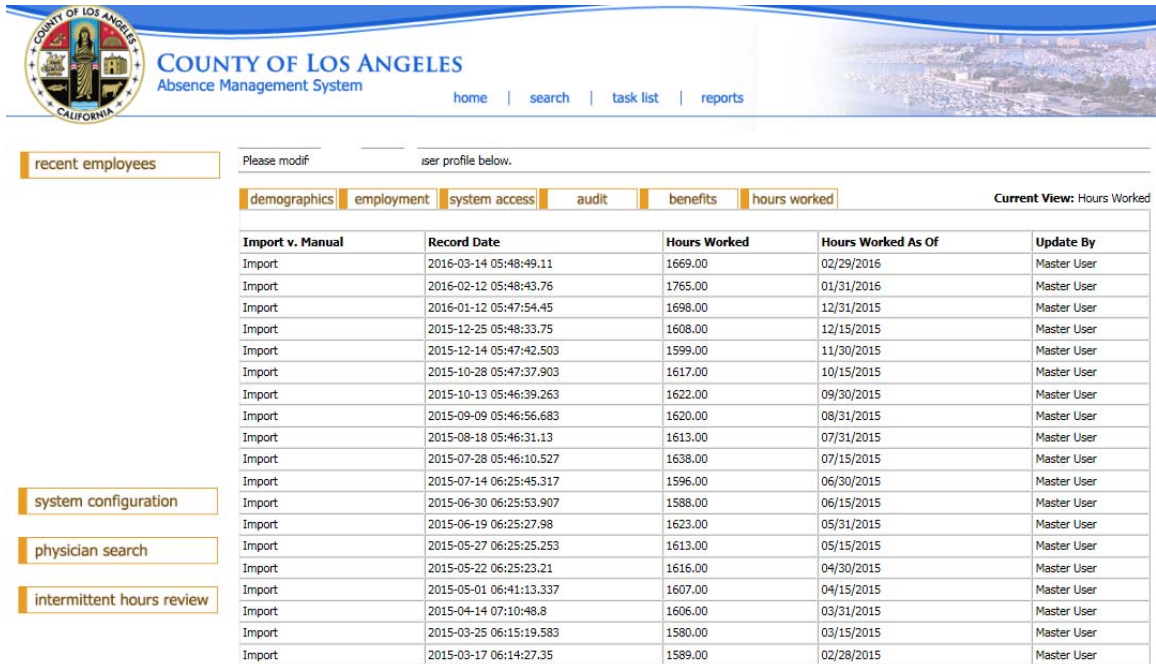
☐ Check here if you wish to revoke this user's access.

FINISHED UPDATE

Figure 9

11.) To see an audit trail of the changes that have been made to the employees demographic and employment information, click the **audit** tab (see Figure 10).

a.) This tab provides a date, time, description, and user stamp of changes that have been made to the employee's demographic and employment information.



The screenshot displays the County of Los Angeles Absence Management System interface. The header includes the County of Los Angeles logo and the text "COUNTY OF LOS ANGELES Absence Management System". Navigation links for "home", "search", "task list", and "reports" are visible. On the left sidebar, there are buttons for "recent employees", "system configuration", "physician search", and "intermittent hours review". The main content area shows a "Please modify" section with a "user profile below." and a set of tabs: "demographics", "employment", "system access", "audit", "benefits", and "hours worked". The "audit" tab is currently selected, showing a table of audit records. The table has columns for "Import v. Manual", "Record Date", "Hours Worked", "Hours Worked As Of", and "Update By". The "Current View: Hours Worked" is indicated on the right.

Import v. Manual	Record Date	Hours Worked	Hours Worked As Of	Update By
Import	2016-03-14 05:48:49.11	1669.00	02/29/2016	Master User
Import	2016-02-12 05:48:43.76	1765.00	01/31/2016	Master User
Import	2016-01-12 05:47:54.45	1698.00	12/31/2015	Master User
Import	2015-12-25 05:48:33.75	1608.00	12/15/2015	Master User
Import	2015-12-14 05:47:42.503	1599.00	11/30/2015	Master User
Import	2015-10-28 05:47:37.903	1617.00	10/15/2015	Master User
Import	2015-10-13 05:46:39.263	1622.00	09/30/2015	Master User
Import	2015-09-09 05:46:56.683	1620.00	08/31/2015	Master User
Import	2015-08-18 05:46:31.13	1613.00	07/31/2015	Master User
Import	2015-07-28 05:46:10.527	1638.00	07/15/2015	Master User
Import	2015-07-14 06:25:45.317	1596.00	06/30/2015	Master User
Import	2015-06-30 06:25:53.907	1588.00	06/15/2015	Master User
Import	2015-06-19 06:25:27.98	1623.00	05/31/2015	Master User
Import	2015-05-27 06:25:25.253	1613.00	05/15/2015	Master User
Import	2015-05-22 06:25:23.21	1616.00	04/30/2015	Master User
Import	2015-05-01 06:41:13.337	1607.00	04/15/2015	Master User
Import	2015-04-14 07:10:48.8	1606.00	03/31/2015	Master User
Import	2015-03-25 06:15:19.583	1580.00	03/15/2015	Master User
Import	2015-03-17 06:14:27.35	1589.00	02/28/2015	Master User

Figure 10

12.) To see the hours worked history for the previous 12 months, click the **hours worked** tab (see Figure 11).

a.) This tab displays all hours worked records for the employee in the previous 12 months; it also indicated whether the hours were manually entered by a user or received on the import from the County payroll system.

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

LORRAINE
Drew Blanc (ID ka1236)

Please modify **LORRAINE** user profile below.

demographics | employment | system access | audit | benefits | hours worked **Current View: Hours Worked**

Import v. Manual	Record Date	Hours Worked	Hours Worked As Of	Update By
Import	2013-04-09 16:33:43.933	1623.30	03/15/2013	Master User

Please note that records are displayed for the 12 months prior to 04/15/2013.

PROFILE

system configuration

physician search

intermittent hours review

Figure 11

Unknown Work State

If an employee's work state is missing, the following message will appear on the Employee Profile screen:

Please click the "MODIFY" link to your left to define a work location (reporting group) under the EMPLOYMENT tab.

New leaves may not be entered for this employee until a work state has been defined.

To define the employee's work state:

- 1.) Click the **Modify...** link on the "Demographics & Employment" section of the screen.
- 2.) Click the **Employment** tab.
- 3.) Select the appropriate report grouping using the search icon located next to the "Change To" field.

Calendar

To see a calendar with all of the employee's absences (see Figure 12), click the **CALENDAR** button.

Figure 12

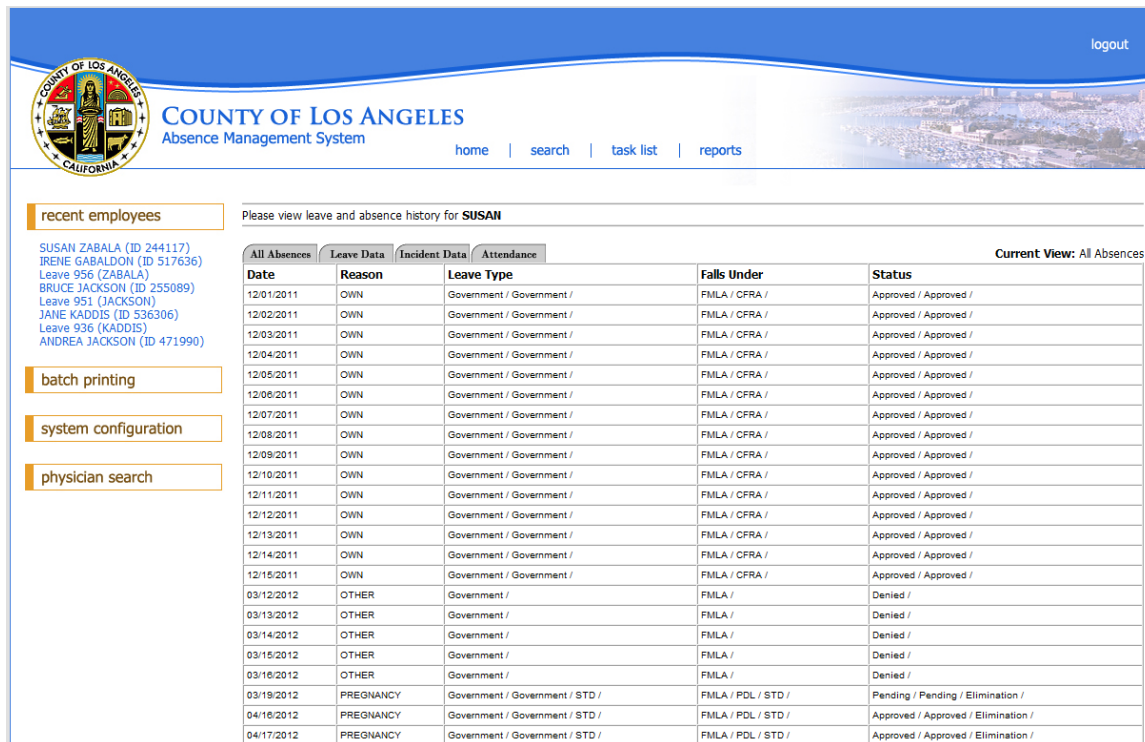
- 1.) You may view details about each absence by clicking on the day of the absence. A pop-up box will appear listing the date of the absence, the type of absence (continuous, reduced schedule or intermittent), the leave number associated with the absence, the policies that apply to the absence, and the status of the absence (see Figure 13).

Figure 13

- 2.) Click **PROFILE** to exit the calendar and return the employee profile screen.

View All Leaves

To view all of the employee's leaves/absences in one place, click the **View All** link in the "Leave Summary" section. From this screen you may view the employee's leave and absence history (see Figure 14).



recent employees

SUSAN ZABALA (ID 244117)
 IRENE GABALDON (ID 517636)
 Leave 956 (ZABALA)
 BRUCE JACKSON (ID 255089)
 Leave 951 (JACKSON)
 JAINE KADDIS (ID 536306)
 Leave 936 (KADDIS)
 ANDREA JACKSON (ID 471990)

batch printing

system configuration

physician search

Please view leave and absence history for **SUSAN**

Current View: All Absences

Date	Reason	Leave Type	Falls Under	Status
12/01/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/02/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/03/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/04/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/05/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/06/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/07/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/08/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/09/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/10/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/11/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/12/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/13/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/14/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
12/15/2011	OWN	Government / Government /	FMLA / CFRA /	Approved / Approved /
03/12/2012	OTHER	Government /	FMLA /	Denied /
03/13/2012	OTHER	Government /	FMLA /	Denied /
03/14/2012	OTHER	Government /	FMLA /	Denied /
03/15/2012	OTHER	Government /	FMLA /	Denied /
03/16/2012	OTHER	Government /	FMLA /	Denied /
03/19/2012	PREGNANCY	Government / Government / STD /	FMLA / PDL / STD /	Pending / Pending / Elimination /
04/16/2012	PREGNANCY	Government / Government / STD /	FMLA / PDL / STD /	Approved / Approved / Elimination /
04/17/2012	PREGNANCY	Government / Government / STD /	FMLA / PDL / STD /	Approved / Approved / Elimination /

Figure 14

The **All Absences** tab allows you to view all of the employee's absences across multiple leaves. The **Leave Data** tab allows you to view absences by leave number. The **Attendance** tab allows you to view the employee's attendance record, including the hours the employee was scheduled to work and the hours the employee missed.



Note The employee's leave and absence history may also be viewed by clicking the "View All" button on the Leave Details page.

Entering Historic Leave

The Historic Leave feature is used to enter leaves that occurred 12 months prior to using LeaveLink.

To enter a historic continuous leave,

- 1.) Click the **Historic** button on the employee's profile screen.



Important

The leave will be entered as an approved, closed leave. This means that the leave will be entered as if the employee used time under FMLA and any applicable state and employer-authorized policies.

- 2.) Select the reason for leave from the dropdown menu (see Figure 15).



Note

If the reason Own Serious Health Condition, Pregnancy, Medical Leave of Absence, 4850 Leave, Work Hardening Transitional Assignment, Conditional Assignment Agreement (including Admin Reassign or SCDR), or 5020 Form is selected, a field will appear to enter the date of injury.

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
ANDREA JACKSON (ID 471990)
BRUCE JACKSON (ID 255089)
Ian Bentley (ID A3)
Leave 951 (JACKSON)
JANE KADDIS (ID 536306)
AZIZA ABRAHAM (ID 512319)
Leave 595 (JACKSON)
CECELIA COOPER (ID 479318)
CINDY MA (ID 516426)
KAREN LA (ID 449926)

batch printing

system configuration

physician search

You have accessed the historic leave entry module for SUSAN

The employee will be deemed eligible and the leave will be entered into the system as "Approved" and "Closed" under FMLA, State, & Employer Leave Policies.

This feature should be used to enter OLD, CLOSED leaves of absence that will NOT be modified or extended. Also note that this process **WILL NOT CALCULATE EXHAUSTIONS**.

Cancel / Return to Profile >>

To begin, please select the reason for leave:

Continue >>

Figure 15

3.) Click **Continue**.

4.) Change the employees schedule if necessary (see Figure 16).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
ANDREA JACKSON (ID 471990)
BRUCE JACKSON (ID 255089)
Ian Bentley (ID A3)
Leave 951 (JACKSON)
JANE KADDIS (ID 536306)
AZIZA ABRAHAM (ID 512319)
Leave 595 (JACKSON)
CECELIA COOPER (ID 479318)
CINDY MA (ID 516426)
KAREN LA (ID 449926)

batch printing

system configuration

physician search

You have accessed the historic leave entry module for SUSAN

The employee will be deemed eligible and the leave will be entered into the system as "Approved" and "Closed" under FMLA, State, & Employer Leave Policies.

This feature should be used to enter OLD, CLOSED leaves of absence that will NOT be modified or extended. Also note that this process **WILL NOT CALCULATE EXHAUSTIONS**.

Cancel / Return to Profile >>

Reason for Leave: OWN
Policy Coverage:
Family and Medical Leave Act of 1993
California Family Rights Act

Next, please confirm the employee's standard work schedule (**no variable schedules**):

Average Hours worked per week = 40

Work Sunday? ☐ Yes ☒ No
Work Monday? ☒ Yes ☐ No
Work Tuesday? ☒ Yes ☐ No
Work Wednesday? ☒ Yes ☐ No
Work Thursday? ☒ Yes ☐ No
Work Friday? ☒ Yes ☐ No
Work Saturday? ☐ Yes ☒ No

Continue >>

Figure 16

5.) If the leave was a continuous leave, enter the date range the employee missed (see Figure 17). If the leave was intermittent, select "Intermittent Leave," and enter the days and number of hours per day the employee missed.



Note If the leave contained both continuous and intermittent absences, the continuous absences will have to be entered as one leave. Then, you will need to create another historic leave for the intermittent absences.



Important Pregnancy leaves will need to be entered as two leaves for applicable state policies, such as California Pregnancy Disability Leave and California Family Rights Act, to be applied correctly. You will need to enter one historic leave for the disability portion and another for the care and bonding portion of the leave.

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees
Leave 19544
Drew Blanc (ID kg1236)

system configuration
physician search
intermittent hours review

You have accessed the historic leave entry module for DREW BLANC.
The employee will be deemed eligible and the leave will be entered into the system as "Approved" and "Closed" under FMLA, State, & Employer Leave Policies.
This feature should be used to enter OLD, CLOSED leaves of absence that will NOT be modified or extended. Also note that this process **WILL NOT CALCULATE EXHAUSTIONS**.

Cancel / Return to Profile >>

Reason for Leave: OWN
Average Hrs / Week: 40

Finally, please select the type of absences and enter missed work time:

☒ Continuous Leave: 04/15/2013 to 04/15/2013

☐ Intermittent Leave:

Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours
Absence Date		for		hours


Finalize >>

Figure 17

- 6.) Click **Finalize**.
- 7.) This takes you to the leave details for the historic leave you just entered (see Figure 18), The historic leave is now in LeaveLink.



Note You may need to manually remove some employer-authorized policies from the leave. Please refer to the *Modifying Policy Coverage* section of this user guide for more information for this process.



COUNTY OF LOS ANGELES

Absence Management System

[home](#) | [search](#) | [task list](#) | [reports](#)

[recent employees](#)

[Ophela](#)

Details for **Leave 8209** ([Ophela](#)) - Loaded from historic data

Reason: Own Serious Health Condition

First Absence: 05/01/2011

Last Absence: 05/31/2011

Expected RTW:

Status: Approved

Status Date:

Leave Owner: [Master User](#)

Date Requested: 2012-06-21 14:28:31.483

[absences](#)
[certification](#)
[std / ltd / wc](#)
[eligibility](#)
[correspond](#)
[audit trail](#)
[back to work](#)
[image upload](#)

[VIEW ALL](#)
[PROFILE](#)
[MODIFY](#)

Date	Weekday	Time	Absence Type	Deductions & Coverage
05/01/2011	Sunday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/02/2011	Monday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/03/2011	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/04/2011	Wednesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/05/2011	Thursday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/06/2011	Friday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/07/2011	Saturday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/08/2011	Sunday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/09/2011	Monday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/10/2011	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/11/2011	Wednesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/12/2011	Thursday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/13/2011	Friday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/14/2011	Saturday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/15/2011	Sunday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/16/2011	Monday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/17/2011	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/18/2011	Wednesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/19/2011	Thursday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/20/2011	Friday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/21/2011	Saturday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/22/2011	Sunday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/23/2011	Monday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/24/2011	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/25/2011	Wednesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/26/2011	Thursday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/27/2011	Friday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/28/2011	Saturday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/29/2011	Sunday	Full Day	Continuous	FMLA: 0.000 W (Approved) CFRA: 0.000 W (Approved)
05/30/2011	Monday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
05/31/2011	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Approved) CFRA: 0.200 W (Approved)
<i>Click a date above to modify that record.</i>			Total Used (Workdays): FMLA: 4.400 Weeks / CFRA: 4.400 Weeks /	

[batch printing](#)

[system configuration](#)

[physician search](#)

Figure 18

Leave Inquiry Process

The leave inquiry process is an informal way to check if the employee is eligible based on the hours worked that are in the system to date. The inquiry will not generate a packet.

To determine if an employee has time available for leave:

- 1.) Click **Inquire** located above the Leave Summary box on the employee profile screen.
- 2.) Select the reason for leave from the dropdown menu (see Figure 19).

The screenshot shows the County of Los Angeles Absence Management System interface. The header includes the County of Los Angeles logo, the text 'COUNTY OF LOS ANGELES Absence Management System', and navigation links: home, search, task list, reports, and a logout button. The main content area is titled 'New Eligibility Inquiry for SUSAN'. On the left, there is a 'recent employees' list with names and IDs, and buttons for 'batch printing', 'system configuration', and 'physician search'. The main form area contains the following fields and options:

- Reason for Leave:** A dropdown menu.
- Who Is Inquiring?:** Radio button options for 'Employee (self)', 'HR Manager', 'Direct Supervisor', and 'Other:'. The 'Employee (self)' option is selected.
- Start Date of Leave:** A text input field containing '04/04/2012'.
- Buttons:** 'CANCEL' and 'SUBMIT' buttons at the bottom right of the form.

Figure 19

- 3.) Select who is inquiring about the leave.
- 4.) Enter the start date of the leave. If no date is entered, the default date, which is today's date, will be used.
- 5.) Click **SUBMIT**.
- 6.) This screen (see Figure 20) shows which policies would apply to the leave (determined by the reason selected on the previous screen).

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

logout

recent employees

- SUSAN ZABALA (ID 244117)
- IRENE GABALDON (ID 517636)
- Leave 956 (ZABALA)
- BRUCE JACKSON (ID 255089)
- Leave 951 (JACKSON)
- JANE KADDIS (ID 536306)
- Leave 936 (KADDIS)

batch printing

system configuration

physician search

New Eligibility Inquiry for SUSAN

Work History Determinations

Employee	Work State	Hire Date	Hours Worked	Months Worked	Employees In Loc	Other
SUSAN ZABALA	CA	02/20/1990	2080.000	264.45	101592	

Eligibility Calculations for Reason OWN, starting 03/05/2012

Jurisdiction	Policy	Hours Wkd	Months Wkd	No. Ees	Gender	Part/Full	Min. Employ	Determine
Federal	FMLA	1250 hours	12 months	50 ees	Everyone	Everyone	No requirements	Eligible
State	CFRA	1250 hours	12 months	50 ees	Everyone	Everyone	No requirements	Eligible

Starting Entitlement Calculations

Jurisdiction	Policy	Calculation	Timeframe	Leave Taken	Leave Available
Federal	FMLA	Rolling Forward	No time used	0 Weeks	12.000 Weeks
State	CFRA	Rolling Forward	No time used	0 Weeks	12.000 Weeks

This information has been recorded for the employee.

Send inquiry letter / fulfillment

PROFILE

Figure 20

- a. If you do not have a time and attendance feed in LeaveLink®, the policies will appear as ineligible. This can be overturned during the process of adding a new leave for the employee.
 - b. The amount of leave an employee has available under the applicable policies appears in the “Starting Entitlement Calculations” section.
- 7.) Click **PROFILE** to return to the employee’s profile, or click the “Send inquiry letter/fulfillment” link to generate correspondence regarding the availability of time under the applicable policies.

Adding a New Leave

Check for an existing leave first:

Before adding a new leave, consult the Leave Summary box (see Figure 21) on the employee profile page to ensure that the employee does not already have a leave recorded for the time period (or part of the time period) you would like to record the new leave.



Important

The duration between the leave start and end dates should not be longer than one year, regardless of whether the leave is continuous, intermittent, or reduced schedule.

No.	Reason	Absences	Cert Dates	Status	Injury Date
15738	CAA_ADMIN	10/01/12-10/26/12	10/01/12-10/26/12	Open/Approved	
8564	MLOA	08/06/12-09/07/12		Open/Pending	08/04/2012
8497	OWN	06/25/12-07/27/12	06/25/12-07/27/12	Open/Approved	06/24/2012

Figure 21

To request a new leave for an employee from the Employee Profile screen:

- 1.) Click the **NEW LEAVE** button (see Figure 21). The New Leave Request screen will appear (see Figure 22).
- 2.) Select why the employee is requesting leave by selecting an option from the “Reason for Leave” drop-down menu. If the reason for leave is not displayed in the list, then it is not covered by any policies. Select the “Other” reason from the drop-down list, and LeaveLink® will deny this request because it is not a covered reason. You can document the specific reason for leave in the denial process.



Note

See *Appendix A – Reasons for Leave* for a list of all reasons for leave.

County of Los Angeles
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
Jan Bentley (ID A3)
CECELIA COOPER (ID 479318)
ANDREA JACKSON (ID 471990)
BRUCE JACKSON (ID 255089)
Leave 951 (JACKSON)
JAHNE KADDIS (ID 536306)
AZIZA ABRAHAM (ID 512319)
Leave 595 (JACKSON)
CINDY MA (ID 516426)
KAREN LA (ID 449926)

batch printing

system configuration

physician search

New Leave Request for **SUSAN**

Reason For Leave: Pregnancy or Pre-Natal Care

Orig. Request Date: 04/04/2012

Delivery Date*:

Expected RTW:

Family Member*:

*If applicable.

continuous | intermittent | reduced

Current View: Continuous Absences

Start Date:

End Date:

<< March April May >>

S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
25	26	27	28	29	30	31	29	30						27	28	29	30	31		

Current Plan:

Full Absences: None

Intermittent Absences: None

Reduced Schedules: None

BY WEEK

ADD TO PLAN

CANCEL NEXT

Figure 22

- 3.) If the reason for leave is Pregnancy or Pre-Natal Care, then you must enter an expected due date in the "Delivery Date" field. You can use the pop-up calendar to select the date.
- 4.) If the reason for leave is Child's Serious Health Condition, Spouse's Serious Health Condition, or Parent's Serious Health Condition, then you must enter the person's name or relationship in the "Family Member" field to distinguish between the employee's leaves.
- 5.) The "Original Request Date" field is defaulted to the current date. You may change the date by entering a new date or selecting a date using the pop-up calendar feature.
- 6.) Enter the date the employee is scheduled to return to work in the "Expected RTW" field.

The tabbed portion of the screen allows you to enter the three different types of leave the FMLA regulations authorize: continuous, intermittent or reduced schedule.


Continuous Leave

To record a block of continuous leave:

- 1.) Click the start date on the calendar or enter the date.
- 2.) Click the end date on the calendar or enter the date.
- 3.) Click the **ADD TO PLAN** button. The selected dates will appear under the current plan section of the screen. You can add another block of continuous leave the same way, or add intermittent or reduced schedule leave.

Or

- 1.) Click the **BY WEEK** button. A pop-up window will appear asking for the start date and duration of the leave (see Figure 23).



Leave Duration Parameters:

Start Date:

Duration Units: ▼

Leave Duration:

SUBMIT

Figure 23

- 2.) Enter the start date.
- 3.) Select the duration unit from the dropdown list. The default unit is “days.”
- 4.) Enter the numerical duration of the leave (e.g., if the employee is taking seven days, enter 7).
- 5.) Click **SUBMIT**.
- 6.) Click the **ADD TO PLAN** button. The selected dates will appear under the current plan section of the screen. You can add another block of continuous leave the same way, or add intermittent or reduced schedule leave.

Intermittent Leave

To enter intermittent leave dates (see Figure 24):

- 1.) Click the **intermittent** tab.
- 2.) Click the appropriate date on the calendar or enter the date.
- 3.) Enter the start time of the absence.
- 4.) Enter the end time of the absence. LeaveLink® will calculate the time taken based on the time worked and the employee’s work schedule. If you don’t know the exact times of the absence, enter a time period that approximates the employee’s time off.



Note

Please do not include unpaid hours, such as breaks or lunches, in the absence start and end time. For example, if the employee missed 8:00 a.m. – 5:00 p.m., but that includes an hour for unpaid lunch, enter the absence as 8:00 a.m. - 4:00 p.m. This will cause LeaveLink® to correctly calculate the absence as 8 hours, instead of 9 hours.

- 5.) Click the **ADD TO PLAN** button. The intermittent absence will appear under the current plan section of the screen. You can add another block of intermittent leave the same way, or add continuous or reduced schedule leave.

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

- SUSAN ZABALA (ID 244117)
- Jan Bentley (ID A3)
- CECELIA COOPER (ID 479318)
- ANDREA JACKSON (ID 471990)
- BRUCE JACKSON (ID 255089)
- Leave 951 (JACKSON)
- JANE KADDIS (ID 536306)
- AZIZA ABRAHAM (ID 512319)
- Leave 595 (JACKSON)
- CINDY MA (ID 516426)
- KAREN LA (ID 449926)

batch printing

system configuration

physician search

New Leave Request for **SUSAN**

Reason For Leave: Pregnancy or Pre-Natal Care

Orig. Request Date: 04/04/2012

Delivery Date*: 04/16/2012

Expected RTW:

Family Member*:

*If applicable.

continuous intermittent **reduced**

Current View: Intermittent Absences

Absence Date:

Start Time: 8:00 AM

End Time: 5:00 PM

<< April >>

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

ADD TO PLAN

CANCEL NEXT

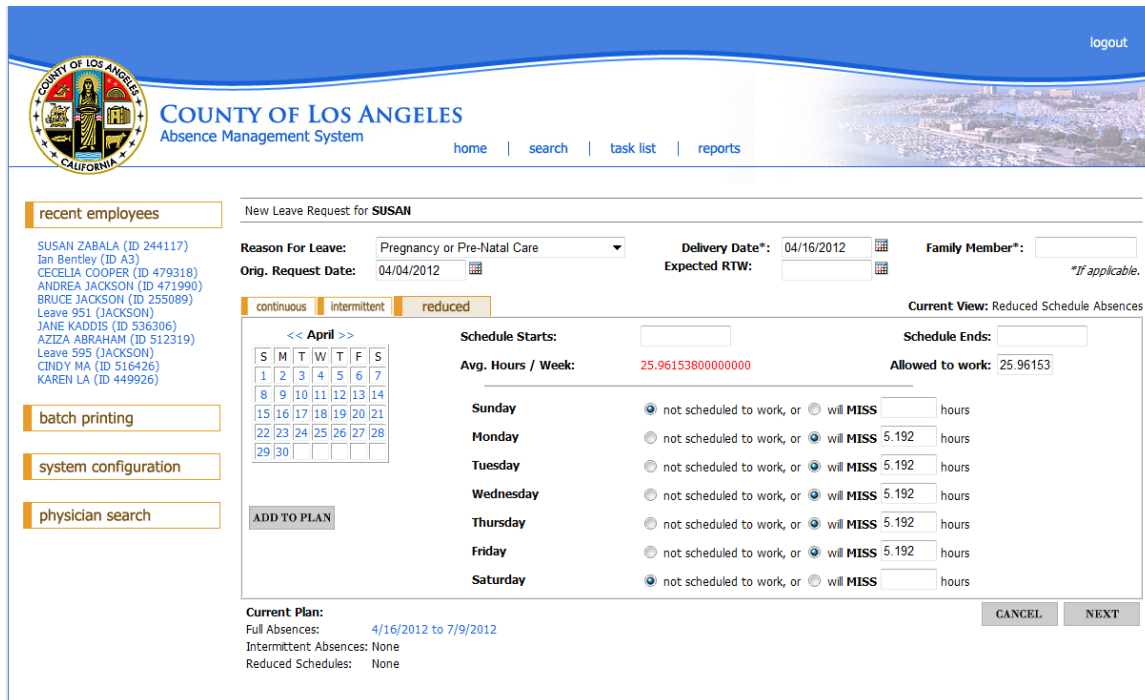
Current Plan:
Full Absences: 4/16/2012 to 7/9/2012
Intermittent Absences: None
Reduced Schedules: None

Figure 24

Reduced Schedule Leave

To enter reduced schedule leave (see Figure 25):

- 1.) Click the **Reduced** tab.
- 2.) Click the reduced schedule start date on the calendar or enter the date.
- 3.) Click the reduced schedule end date on the calendar or enter the date.
- 4.) If necessary, change the number of hours the employee is allowed to work.
- 5.) Enter the hours that the employee will miss on each day he/she is scheduled to work.
- 6.) Click the **ADD TO PLAN** button. The reduced schedule leave will appear under the current plan section of the screen. You can add another block of reduced schedule leave the same way, or add continuous or intermittent leave.



COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

logout

recent employees

- SUSAN ZABALA (ID 244117)
- Jan Bentley (ID A3)
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- BRUCE JACKSON (ID 255089)
- Leave 951 (JACKSON)
- JAMIE KADDIS (ID 536306)
- AZIZA ABRAHAM (ID 512319)
- Leave 595 (JACKSON)
- CINDY MA (ID 516426)
- KAREN LA (ID 449926)

batch printing

system configuration

physician search

New Leave Request for SUSAN

Reason For Leave: Pregnancy or Pre-Natal Care
Delivery Date*: 04/16/2012
Family Member*:
Orig. Request Date: 04/04/2012
Expected RTW:
**If applicable.*

continuous **intermittent** **reduced** **Current View: Reduced Schedule Absences**

<< April >>

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Schedule Starts: **Schedule Ends:**

Avg. Hours / Week: 25.96153800000000 **Allowed to work:** 25.96153

Sunday ☒ not scheduled to work, or ☐ will MISS hours

Monday ☐ not scheduled to work, or ☒ will MISS 5.192 hours

Tuesday ☐ not scheduled to work, or ☒ will MISS 5.192 hours

Wednesday ☐ not scheduled to work, or ☒ will MISS 5.192 hours

Thursday ☐ not scheduled to work, or ☒ will MISS 5.192 hours

Friday ☐ not scheduled to work, or ☒ will MISS 5.192 hours

Saturday ☒ not scheduled to work, or ☐ will MISS hours

ADD TO PLAN

Current Plan:
Full Absences: 4/16/2012 to 7/9/2012
Intermittent Absences: None
Reduced Schedules: None

CANCEL **NEXT**

Figure 25

After you have entered all of the planned absences for the employee's leave, click the **NEXT** button to proceed.

STD/WC Intake Screen

If short-term disability (STD), long-term disability (LTD), and/or workers' compensation (WC) could apply to the leave, then an additional screen will appear when the reason for leave is Own Serious Health Condition, Pregnancy, Medical Leave of Absence, 4850 Leave, Work Hardening Transitional Assignment, Conditional Assignment Agreement (including Admin Reassign or SCDD), or 5020 Form (see Figure 26). This screen gathers information about the leave to determine if STD, LTD, or WC may apply.



Note

An import from Sedgwick will be populated into LeaveLink® for approved STD and LTD benefits.

Figure 26

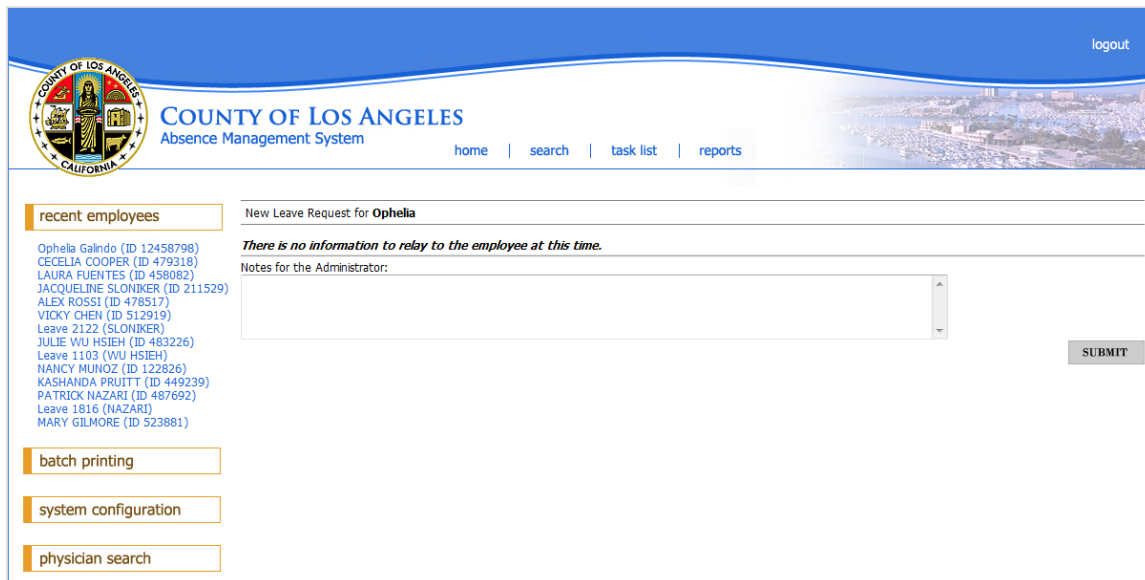
To complete this screen:

- 1.) Indicate if the employee's condition is an accident or illness.
- 2.) Indicate if the accident/illness occurred on the job. This question helps determine if STD, LTD, or WC may apply. If you select "Yes," WC will be applied to the leave.
- 3.) Indicate if the employee was hospitalized or if that information is unknown. This helps determine elimination period qualifications for STD.
- 4.) Enter the date of the injury.
- 5.) Verify the last date worked, or enter the correct data.
- 6.) Verify the employee's job title, or enter the correct data.
- 7.) Enter the physician's name and phone number, if known.
- 8.) Enter any associated notes.
- 9.) Once you have entered the applicable information, click the **NEXT** button.

Notes for Eligibility Review

Next, a screen will appear for you to enter notes that can be reviewed during the eligibility review (see Figure 27). If there are any notes, please enter them in the box below the script. Otherwise, it may be left blank. These notes will appear on the Eligibility Review screen and the Audit Trail tab for the leave.

Click the **SUBMIT** button to proceed.



logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

- Ophelia Galindo (ID 12458798)
- CECELIA COOPER (ID 479318)
- LAURA FUENTES (ID 458082)
- JACQUELINE SLONIKER (ID 211529)
- ALEX ROSSI (ID 478517)
- VICKY CHEN (ID 512919)
- Leave 2122 (SLONIKER)
- JULIE WU HSIEH (ID 483226)
- Leave 1103 (WU HSIEH)
- NANCY MUNOZ (ID 122826)
- KASHANDA PRUITT (ID 449239)
- PATRICK NAZARI (ID 487692)
- Leave 1816 (NAZARI)
- MARY GILMORE (ID 523881)

batch printing

system configuration

physician search

New Leave Request for **Ophelia**

There is no information to relay to the employee at this time.


Notes for the Administrator:

SUBMIT

Figure 27

Two- Week Scheduler

A screen will appear for you to enter the employee's two-week schedule (see Figure 28). The schedule defaults to 8 hours a day, Monday through Friday, for both weeks. It also defaults the beginning date of the schedule to the Sunday prior to the first day of leave requested.



logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

- Ophelia Galindo (ID 12458798)
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- MARY GILMORE (ID 523881)

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system configuration

physician search

To complete the intake process, please define two-week schedule for **Ophelia**
(PREGNANCY, from 04/16/2012 to 07/09/2012)

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1:	0	8	8	8	8	8	0
Week 2:	0	8	8	8	8	8	0

On what date is this schedule effective? 04/15/2012

SUBMIT

Figure 28

To change the employee's schedule:

- 1.) Enter the hours scheduled on each day.
- 2.) Verify the schedule begin date or enter a new date.
- 3.) Once the weeks accurately reflect the employee's schedule, click the **SUBMIT** button.

Eligibility Review

The screen to review an employee's eligibility will appear (see Figure 29). This screen contains four areas of information: **Cumulative Totals**, **Policy Coverage**, **Averaging Process** and **Policy Availability**.

recent employees

system configuration

physician search

intermittent hours review

Review coverage eligibility for

Cumulative Totals

Hours worked in previous 12 months:	1150
Cumulative number of months worked:	194.104
Number of County of Los Angeles employees:	111183

Policy Coverage [remove...](#)

Qualifies:	Disability: STD
Does not qualify:	Government-Mandated: FMLA Government-Mandated: CFRA
Will Not Apply:	

Averaging Process

Average hours / week:	40
Average days / week:	5

Policy Availability

FMLA	RFD = 03/01/2016	Not Qualified
CFRA	RFD = 03/01/2016	Not Qualified
STD		N/A - max 182.000 Days

If the employee previously met eligibility, overturn any denied policies where the eligibility was determined during the current RFD.

☐ Check here to confirm that you have reviewed the employee's eligibility.

[CANCEL](#) [DENY](#)

Intake Notes:
None

Figure 29

The **Cumulative Totals** section shows the calculations for the employee's hours worked in the previous 12 months, the cumulative number of months worked, and the total number of County of Los Angeles employees.

The **Policy Coverage** section displays the policies that apply to the reason why the employee is taking leave and determines if the employee qualifies or does not qualify for each policy.

The **Intake Notes** section displays any notes that were entered during the leave request process. These notes also appear on the Audit Trail tab for the leave.

Overturning Coverage

In Figure 29, you can see that the employee does not qualify for either federal FMLA or CFRA. To view the values used to make the determination for FMLA, click the "Federal – Family and Medical Leave Act of 1993" link. The Explanation of Non-Qualification screen will appear (see Figure 30).

The policy requirements listed on this screen reflect the policy configuration.

- 1.) If you know that an employee really does meet the requirements for the policy, click the **OVERTURN** button to apply coverage under this policy.
 - a.) You can follow the same process for each policy.

- b.) If more than one deficiency exists, the employee must meet the requirements for all deficiencies for you to overturn policy coverage.
 - c.) The overturned policies will appear as qualified when you return to the screen.
 - d.) Click the **GO BACK** button if you do not want to overturn the determination.
- 2.) If in fact that employee does not meet eligibility, check mark the box next to “Check here to confirm that you have reviewed the employee’s eligibility.”

recent employees

Ophelia Galindo (ID 12458798)
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PATRICK NAZARI (ID 487692)
Leave 1816 (NAZARI)
MARY GILMORE (ID 523881)

batch printing

system configuration

physician search

Explanation of Non-Qualification for **Family and Medical Leave Act of 1993** Coverage

Policy Requirements to Actual Employment Data			
Hours worked in previous 12 months:	Required: 1250	Actual: 0	Deficiency: 1250 hours
Cumulative number of months worked:	Required: 12	Actual: 15	OK
Number of employees in office location:	Required: 50	Actual: 102282	OK
Applies to full-time / part-time employees:	All employees	Actual: Unknown	OK
Minimum Employment Time:	Required: None	Actual: 01/01/2011 Hire date	OK
Maximum Employment Time:	Required: None	Actual: 01/01/2011 Hire date	OK

OVERTURN GO BACK

Figure 30

If required by a leave policy, the **Averaging Process** section of the eligibility review screen contains calculated from the County payroll import or default values of 40 hours and 5 days. This calculation determines proper leave entitlement.



Note Please overturn any policies before adjusting the employee’s average hours and days worked (if applicable).

The **Policy Availability** section of the screen shows the employee’s available time under each policy that might apply to this leave.

The **Similar Leave** box will appear if the employee has taken a leave for the same reason during the past 12 months. It displays the information for the similar leave, including the “condition” if this was provided on the medical certification for the leave. This helps you determine if this actually a new leave or should be entered as an extension to an existing leave.



Note If you determine that is should be an extension, please see the *Extending a Leave with Continuous Absences*, *Extending the Leave with a Reduced Schedule*, or *Adding a Single Absence to a Leave* sections of this user guide.

Removing or delaying individual policies:

- 1.) In the Policy Coverage box, click **remove** (see Figure 31).

County of Los Angeles Absence Management System

home | search | task list | reports

recent employees

SUSAN SABALA (ID 244117)
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batch printing

system configuration

physician search

Review coverage eligibility for **SUSAN**

Cumulative Totals	
Hours worked in previous 12 months:	1350
Cumulative number of months worked:	266.005
Number of employees in office location:	101592

remove...

Policy Coverage	
Qualifies:	Government-Mandated: FMLA Government-Mandated: CFRA Government-Mandated: PDL Disability: STD
Does not qualify:	
Will Not Apply:	

Averaging Process	
Average hours / week:	25.960
Average days / week:	5.000

Policy Availability	
FMLA	RFD = 12/01/2011 12 Weeks
CFRA	RFD = 12/01/2011 12 Weeks
PDL	RFD = 12/01/2011 4 Months
STD	N/A - max 90.000 Days

The FMLA provides that an employee maintains eligibility for each FMLA-qualifying reason for leave throughout the applicable 12-month period. Please note that this employee took a "similar" leave of absence within the previous 12 months:

Leave No.	Leave Dates	Reason	Status	FMLA Eligible?	Condition
953	12/01/2011 - 12/15/2011	OWN	Approved	Eligible	

CANCEL NEXT

Intake Notes:
test

Figure 31

- 2.) Select **Do Not Apply** or enter a date in the Delay Until field for the policy that you would like remove or delay (see Figure 32).

County of Los Angeles Absence Management System

home | search | task list | reports

recent employees

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batch printing

system configuration

physician search

Policies that may apply to the new absence

The following policies may or may not be applied to cover the new absences, based on eligibility determinations.

Will Apply	DO NOT Apply	Delay Until	Policy Name	Coverage Type
<input checked="" type="radio"/>	<input type="radio"/>		Family and Medical Leave Act of 1993	Government-Mandated
<input checked="" type="radio"/>	<input type="radio"/>	05/28/2012	California Family Rights Act	Government-Mandated
<input checked="" type="radio"/>	<input type="radio"/>		Pregnancy Disability Leave	Government-Mandated
<input checked="" type="radio"/>	<input type="radio"/>	04/23/2012	Short-Term Disability	Disability

CANCEL UPDATE

Key Dates

First Absence Date:
04/16/2012

Delivery Date:
04/16/2012

Newborn Bonding Date:
05/28/2012

Four months after leave start:
08/16/2012

Figure 32



Notes about this process:

- STD will always be delayed by default until the elimination period is met.
- These policies will still appear in the eligibility review and on the leave audit trail.
- Every delay or manual removal will appear in the audit trail.

3.) Click **UPDATE**.

Coverage Breakdown

The final coverage breakdown screen shows each absence date, the hours taken per day, the applicable policies, policy deduction taken per day, overall deductions and maximum amount allowed (see Figure 33). The starting count for overall deductions reflects the employee's previous leave balance.

Date	Weekday	Time	Policy Name	Eligibility	Deduction	Taken This Leave	Previously Taken	Max Allowed
04/16/2012	Monday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.047 0.000	0.000 0.000 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days
04/17/2012	Tuesday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.047 0.000	0.200 0.047 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days
04/18/2012	Wednesday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.047 0.000	0.400 0.094 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days
04/19/2012	Thursday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.047 0.000	0.600 0.141 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days
04/20/2012	Friday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.047 0.000	0.800 0.188 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days
04/21/2012	Saturday	0.00 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.000 0.000 0.000	1.000 0.235 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days
04/22/2012	Sunday	0.00 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.000 0.000 0.000	1.000 0.235 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days
04/23/2012	Monday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Choose	0.200 0.047 1.000	1.000 0.235 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days

Figure 33

You can click the **GO BACK** button to return to the eligibility process if changes need to be made. Otherwise, verify the information and click the **SUBMIT** button at the bottom of the screen to proceed.

LeaveLink® will then generate and display the appropriate correspondence in Adobe Acrobat (see Figure 34). Click on the printer icon in Adobe to print the packet. An item will also appear on your task list to print and mail correspondence. You can also print the correspondence by clicking on the link in your task list. It will open Adobe Acrobat and display the correspondence. This task will not be automatically removed from your task list. Once you've mailed the correspondence, click the checkbox in the "Complete" column beside the task and click the **UPDATE** button. This will remove the item from your task list and record that date in the audit trail for mailing the correspondence.

The screenshot displays the County of Los Angeles Absence Management System interface. At the top, the County of Los Angeles logo and name are visible, along with navigation links for home, search, task list, and reports. A 'logout' link is in the top right corner. On the left sidebar, there is a 'recent employees' list including Ophelia, CECILIA, LAURA FUENTES, JACQUELINE, ALEXI, VICKY, JULIE, JULIE, NANCY, KASHANDA, PATRICK, and MARY. Below this list are links for 'batch printing', 'system configuration', and 'physician search'. The main content area shows details for 'Leave 2141 (Ophelia)'. It includes fields for Reason (Pregnancy or Pre-Natal Care - Due 04/16/2012), First Absence (04/16/2012), Last Absence (07/09/2012), Expected RTW (07/10/2012), Status (Pending), Status Date (06/18/2012), Leave Owner (Master User), and Date Requested (2012-06-18 00:00:00.0). Below these fields are tabs for absences, certification, std / ltd / wc, eligibility, correspond, audit trail, back to work, and image upload. The 'absences' tab is active, showing a 'Document View' of a letter from the County of Los Angeles Public Health. The letter is dated June 18, 2012, and is addressed to Ophelia. It contains information about the leave request and the employee's entitlement to leave. On the right side of the document view, there is a 'Document Details' section with links to 'Intake Script', 'Master User', 'Review script', 'Eligibility notification', 'View Email', 'Employer response packet', and 'Review letter verbiage'.

Figure 34

Calculating Policies: Business Days vs. Calendar Days

Some policies may be calculated using calendar days instead of business days.



Important

Calendar day calculations apply only to continuous leaves.

For policies that use calendar days as the calculation method, weekends will be included in the calculation. This means that instead of showing 0.00 under time taken on weekends (as is done for business day calculations), there will be an amount listed for the time taken (see Figure 35).

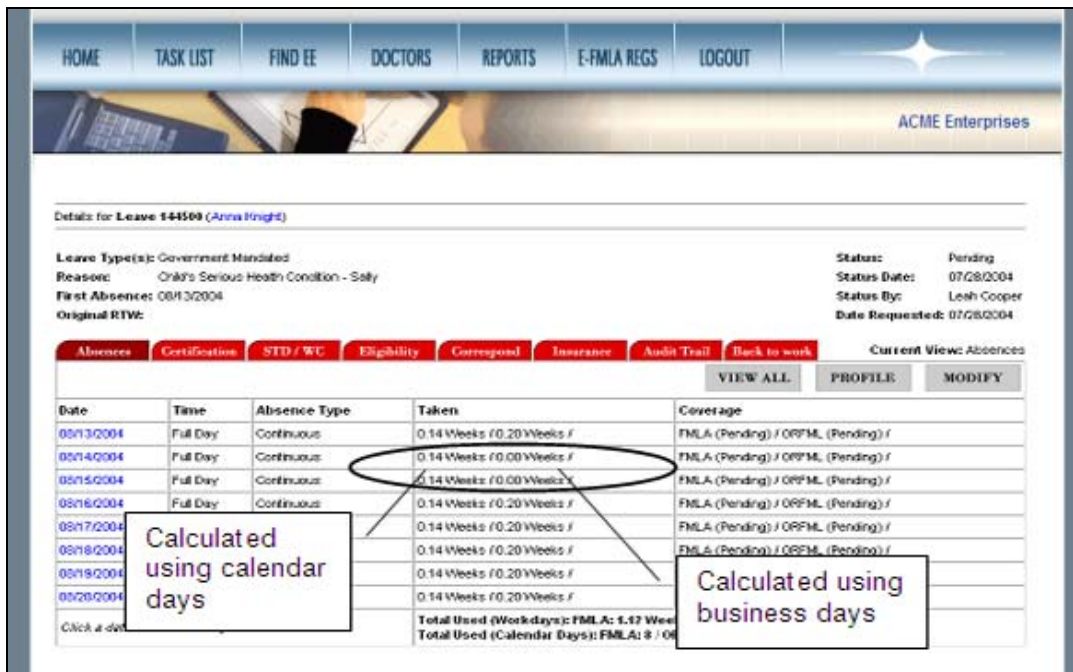


Figure 35

Two policies that use different calculation methods may still be applied to the leave. One policy will calculate time taken on the weekends; the other one will not.



Note

The default calculation setting for all policies is business days. If a policy needs to be calculated using calendar days, Absentys has the ability to change it.

Leave Details Screen

The Leave Details screen contains all the information about a leave in one place (see Figure 36). You can access this screen from the Employee Profile by clicking on the associated leave number.

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

logout

recent employees

Ophelia

batch printing

system configuration

physician search

Details for **Leave 2141** (Ophelia)

Reason: Pregnancy or Pre-Natal Care - Due 04/16/2012
First Absence: 04/16/2012
Last Absence: 07/09/2012
Expected RTW: 07/10/2012

Status: Pending
Status Date: 06/18/2012
Leave Owner: Master User
Date Requested: 2012-06-18 00:00:00.0

absences | certification | std / ltd / wc | eligibility | correspond | audit trail | back to work | image upload

VIEW ALL | PROFILE | MODIFY

Date	Weekday	Time	Absence Type	Deductions & Coverage
04/16/2012	Monday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/17/2012	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/18/2012	Wednesday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/19/2012	Thursday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/20/2012	Friday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/21/2012	Saturday	Full Day	Continuous	FMLA: 0.000 W (Pending) PDL: 0.000 M (Pending)
04/22/2012	Sunday	Full Day	Continuous	FMLA: 0.000 W (Pending) PDL: 0.000 M (Pending)
04/23/2012	Monday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/24/2012	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/25/2012	Wednesday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/26/2012	Thursday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/27/2012	Friday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
04/28/2012	Saturday	Full Day	Continuous	FMLA: 0.000 W (Pending) PDL: 0.000 M (Pending)
04/29/2012	Sunday	Full Day	Continuous	FMLA: 0.000 W (Pending) PDL: 0.000 M (Pending)
04/30/2012	Monday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.047 M (Pending)
05/01/2012	Tuesday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.045 M (Pending)
05/02/2012	Wednesday	Full Day	Continuous	FMLA: 0.200 W (Pending) PDL: 0.045 M (Pending)

Figure 36

At the top of the screen, the leave number, reason for leave, first absence, and expected return to work date are displayed. You can also view the status of the leave, status date, the leave owner (who receives the tasks for this leave), and the date the leave was requested.

To reassign a leave:

- 1.) Click the leave owner name. A pop-up window will appear (see Figure 37).

Update Leave Owner

Leave No.: 966

Current Leave Owner: Master User

Update To:

- BLAIR, ANGELIQUE
- BUITRAGO, RACHEL
- CHANG, KYEONG
- COKER, CHARLOTTE
- VALDES, JUANITA
- WEEKES, SHELLI

Update

Please note that Leave Owner

s will be reassigned to this

Figure 37

- 2.) Select the new leave owner from the “Update To:” dropdown menu.
- 3.) Click **Update**.



Note Only a Dept Master User or CEO/DHR Super User can reassign the leave owner. The leave owner must be a Return to Work Coordinator.

There are eight tabs on this screen: **absences**, **certification**, **std / ltd / wc**, **eligibility**, **correspond**, **audit trail**, **back to work**, and **image upload**. The selected tab is tan when open.

Absences Tab

The **Absences** tab lists each date associated with the leave, the time taken, absence type, the absence type, and the policy coverage. You can edit or cancel a single day by clicking on its date in the list. You can edit other areas of the leave by clicking the **MODIFY** button.



Note Please see the **Modifying a Leave** section of this user guide for further details on changing a leave.

Certification Tab

The **Certification** tab allows you to access the medical certification, other opinion, and recertification records (see Figure 38). To access a certification record, click the appropriate number in the list. Once a certification has been received, the physician name, complete received date, time period, and outcome will be listed along with if it is complete or certifies a chronic serious health condition. For more details about entering medical certification information, see the **Certifying a Leave** section of the guide.

The screenshot shows the County of Los Angeles Absence Management System interface. At the top, there is a blue header with the County of Los Angeles logo on the left and a 'logout' link on the right. Below the header, the text 'COUNTY OF LOS ANGELES Absence Management System' is displayed, followed by navigation links: 'home', 'search', 'task list', and 'reports'. On the left side, there is a 'recent employees' button. The main content area shows details for 'Leave 1984 (CONSILIA)'. It includes fields for 'Reason' (Own Serious Health Condition), 'Status' (Approved), 'First Absence' (05/24/2012), 'Status Date' (05/24/2012), 'Last Absence' (07/23/2012), 'Leave Owner' (RACHEL), 'Expected RTW' (07/24/2012), and 'Date Requested' (2012-05-16 00:00:00.0). Below these fields is a table with tabs for 'absences', 'certification', 'std / ltd / wc', 'eligibility', 'correspond', 'audit trail', 'back to work', and 'image upload'. The 'std / ltd / wc' tab is selected, showing a table with columns: 'Opinion', 'Physician', 'Due', 'Received', 'Complete?', 'Period', 'Chronic?', and 'Outcome'. The table has three rows: 'First' (David Golden, 05/31/2012, 05/16/2012, Yes, 05/24/2012 - 07/23/2012, No, Approved), 'Second' (empty), and 'Third' (empty). Below the table, there is a link to 'Click a certification number above to update those records.' and a 'RECEIPT' button.

Figure 38

STD / LTD/ WC Tab

The **std / ltd / wc** tab allows you to enter information received regarding short-term disability, long-term disability, or workers' compensation as it applies to the leave (see Figure 36). It also shows the information that was entered during the leave request process in the "Claim Intake" section.

If approval information for STD or LTD is received by LeaveLink from Sedgwick, the leave owner will receive a task to notify him/her. To update the STD or LTD based on this new information, click the **Update STD Status** button. This button will only appear when new information has been received from Sedgwick.

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

Details for **Leave 1984** (CONSILIA)

Reason: Own Serious Health Condition
First Absence: 05/24/2012
Last Absence: 07/23/2012
Expected RTW: 07/24/2012

Status: Approved
Status Date: 05/24/2012
Leave Owner: RACHEL
Date Requested: 2012-05-16 00:00:00.0

absences | certification | std / ltd / wc | **eligibility** | correspond | audit trail | back to work | image upload

WORKERS' COMPENSATION
 WC coverage has not been applied to this leave.

SHORT-TERM DISABILITY

STD Coverage Information
 STD Claim Status: **Approved**
 Approved Disability Period: **05/31/2012 to 07/04/2012**
 Date approved by Claim Examiner: 05/24/2012
 STD Import Date: 05/31/2012
 STD Last Confirmed:

Claim Examiner Information
 Name of Third Party Administrator: Sedgwick
 Name of Claim Examiner: MRAMOS
 Claim Examiner Phone #:
 Claim Examiner Fax #:
 Claim Examiner E-mail:

LONG-TERM DISABILITY
 No LTD Data has been imported for this leave.

CLAIM INFORMATION (Original Intake)

Accident / Illness: ☒ Accident ☐ Illness ☐ Unknown
 Occurred on the job? ☐ Yes ☒ No ☐ Unknown
 Was the Claimant hospitalized?: ☐ Yes ☒ No ☐ Unknown
 Last Worked: 05/23/2012
 Payroll Job Title: Departmental Employee Relatic
 Physician Name and Phone: David Golden, (310) 385-3326
 Intake Notes:

batch printing
 system configuration
 physician search

Figure 39

Eligibility Tab

The **eligibility** tab displays the calculations used to determine the employee's eligibility for each applicable policy (see Figure 40). It shows the policy name, calculated values and any deficiencies. Overturned eligibility is not reflected on this screen, but rather on the **audit trail** tab.

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

Details for **Leave 1984** (CONSILIA)

Reason: Own Serious Health Condition
First Absence: 05/24/2012
Last Absence: 07/23/2012
Expected RTW: 07/24/2012

Status: Approved
Status Date: 05/24/2012
Leave Owner: RACHEL
Date Requested: 2012-05-16 00:00:00.0

absences | certification | std / ltd / wc | **eligibility** | correspond | audit trail | back to work | image upload

Originally reviewed on 05/24/2012 by RACHEL BUITRAGO

Policy	Eligibility	Deficiency
Family and Medical Leave Act of 1993	N: Employment: Work state CA, Hours worked 0.000, Months worked 181, EEs 101593	0.000 hrs worked;
California Family Rights Act	N: Employment: Work state CA, Hours worked 0.000, Months worked 181, EEs 101593	0.000 hrs worked;
Short-Term Disability	Y: Employment: Work state CA, Hours worked 0.000, Months worked 181, EEs 101593	

Figure 40

Correspond Tab

The **correspond** tab contains a list of all correspondence that has been generated for this leave (see Figure 41). To view or print the correspondence, click the **Recreate PDF** link. Adobe Acrobat will display the letter. It can be reprinted at any time.

Additional correspondence may only be generated if it is tied to a leave.

- 1.) Click on **Add New**.
- 2.) Select the correspondence you would like to generate.



Important

Only letters associated with that leave's reason for leave will appear as selections.

- 3.) Click **Submit** to generate the correspondence.



Note

It may take a couple of seconds for the correspondence to appear on the Details for Leave screen.

The screenshot displays the 'County of Los Angeles Absence Management System' interface. The top navigation bar includes 'home', 'search', 'task list', and 'reports'. The left sidebar contains links for 'recent employees', 'batch printing', 'system configuration', and 'physician search'. The main content area shows details for 'Leave 1984 (CONSILIA)'. The 'correspond' tab is selected, displaying a list of correspondence items with dates and actions like 'Review script', 'View Email', and 'Recreate PDF'.

Details for Leave 1984 (CONSILIA)	
Reason:	Own Serious Health Condition
First Absence:	05/24/2012
Last Absence:	07/23/2012
Expected RTW:	07/24/2012
Status:	Approved
Status Date:	05/24/2012
Leave Owner:	RACHEL
Date Requested:	2012-05-16 00:00:00.0

absences	certification	std / ltd / wc	eligibility	correspond	audit trail	back to work	image upload
Document View							
Document Details 05/24/2012 Intake Script RACHEL Review script							
05/24/2012 Eligibility notification View Email							
05/24/2012 Employer response packet RACHEL Review letter verbiage Recreate PDF							
05/24/2012 Approval notification View Email							

Figure 41

Audit Trail Tab

The **audit trail** tab displays a comprehensive list of all actions taken, certification notes, user created leave notes and tasks associated with the leave (see Figure 42). The first section of the screen is system generated and lists each step in the leave process, from request to closure, with the date and time it occurred and the user that processed each step. You can create a Leave Activity/Audit Trail report by clicking the **Report** button.

recent employees

Drew Blanc (ID kg1236)
Anita Rest (ID kg1234)

system configuration

physician search

intermittent hours review

Details for Leave 15738 (Drew Blanc)

Reason: Conditional Assignment Agreement / Admin Reassign
First Absence: 10/01/2012
Last Absence: 10/26/2012
Expected RTW: 10/27/2012

Status: Approved
Status Date: 08/22/2012
Leave Owner: Master User
Date Requested: 2012-08-22 00:00:00.0

absences | **certification** | **std / ltd / wc** | **eligibility** | **correspond** | **audit trail** | **back to work** | **image upload**

Date	Action Type	Audit Trail	Action By
08/22/2012 2:47 PM	New Plan for Absences	Initial intake process completed	Master User
08/22/2012 2:47 PM	Original Eligibility Review	Initial eligibility calculations completed	Master User
08/22/2012 2:47 PM	New Leave Created	Entitlement calculated and coverage records finalized	Master User
08/22/2012 2:47 PM	Intake Notes	None	Master User
08/22/2012 2:47 PM	Status Change	1st cert approves policies (0,33): 10/1/12 to 10/26/12	Master User

REPORT

Certification / Documentation Notes

First Opinion

User-Created Leave Notes

ADD NEW

Interaction Notes

Date	Interaction Type	Notes	Administrator
08/24/2012	Call	test	Master User

ADD NEW

Task List

Date	Original	Description	Comments	Administrator	Original	Complete?
08/22/2012	08/22/2012	Review new leave request	12005	Master User	Master User	08/22/2012
09/06/2012	08/22/2012	Leave documentation due		Master User	Master User	08/22/2012

NEW TASK **SUBMIT**

Figure 42

The second section contains any notes that were entered on the medical certification screen for the first certification.

The third section of the screen contains user created leave notes. You can add information about a leave by clicking the **ADD NEW** button. Each entry is date and user stamped.

The fourth section of the screen contains user-entered interaction notes. It also displays the date the interaction occurred (entered by the user) and the type of interaction. You can add an interaction note by clicking the **ADD NEW** button in this section. You will be asked to select the date of the interaction and the type of interaction, either "Call" or "Home Visit." Each entry is user stamped.

The fifth section of the screen contains a list of all tasks associated with the leave, the date due, the original date due (if the due date has been changed by a user), the date completed, the user assigned the task, and the original user assigned the task (if the task has been reassigned).

Back to Work Tab

The **back to work** tab allows you to enter information when an employee returns to work from leave (see Figure 43). The "Physician ID" number for the health care provider that submitted the medical certification will be displayed. You can change this by selecting another physician using

the search feature or adding a new physician. You can enter the “Allowed Return to Work” and “Actual Return to Work” dates. If there are any work restrictions or comments on the fitness-for-duty certification, they can be entered in the “Work Restrictions” or the “Work Restrictions Comments” fields.

You can close the leave to further processing by clicking that option at the bottom of the screen and selecting a reason for closing the leave from the dropdown list. If the actual return to work date is prior to the last recorded absence, you can delete any absences after the actual return to work date by clicking the applicable option at the bottom of the screen. Click the **SUBMIT** button to process your entries. Go to the **absences** tab to review the dates associated with the leave. If the appropriate days are not cancelled, click on the day and cancel that absence.

Figure 43

Image Upload

The **image upload** tab allows you to upload certain file types into LeaveLink (see Figure 44). This allows you to store documentation, such as the original medical certification form, with the leave. Once a file has been uploaded, it can be viewed on the Correspond tab.



Note Only .pdf, .jpg, .gif, or .tiff file types may be uploaded. Each file cannot be larger than 200kb.

recent employees

Details for **Leave 8210** (Ophelia)

Reason: Own Serious Health Condition
First Absence: 06/04/2012
Last Absence: 07/27/2012
Expected RTW: 07/30/2012

Status: Pending
Status Date: 06/21/2012
Leave Owner: Master User
Date Requested: 2012-06-21 00:00:00.0

absences | certification | std / ltd / wc | eligibility | **correspond** | audit trail | back to work | image upload

File 1 Description (50 chars max) : File 1:
File 2 Description (50 chars max) : File 2:
File 3 Description (50 chars max) : File 3:
File 4 Description (50 chars max) : File 4:
File 5 Description (50 chars max) : File 5:

FAQ / Help / How To

1. You can upload files of type pdf, jpg, gif, tiff with a maximum file size of 200kb only.
2. Enter File Description, Select a file to upload, and click on Upload Files Button.
3. You can upload 1 file or more than 1 file(s) (max 5) at a time.
4. You have to enter File Description (50 chars max) for the corresponding File you are trying to Upload.
5. Spaces in File Name are not allowed.

batch printing

system configuration

physician search

Figure 44

To upload an image:

- 1.) Enter a description of the file you are uploading in the “Description” field.



Note You may upload up to five files at a time.

- 2.) Click **Browse** to locate the file on your computer.
- 3.) Click Upload File(s) to upload the file(s) to the Correspond tab.

To view the uploaded image:

- 1.) Click on the **correspond** tab.
- 2.) You will see the link to the uploaded file under the “Document Details” Header.

Certifying a Leave

When an employee or his/her physician returns a medical certification form, there are several ways to access the medical certification screen.

From the **Task List**:

- 1.) Click the “Leave documentation due” task on either your **My Tasks** or **Coming Soon** tab.
- 2.) Click the associated link for the medical certification.


From the home page:

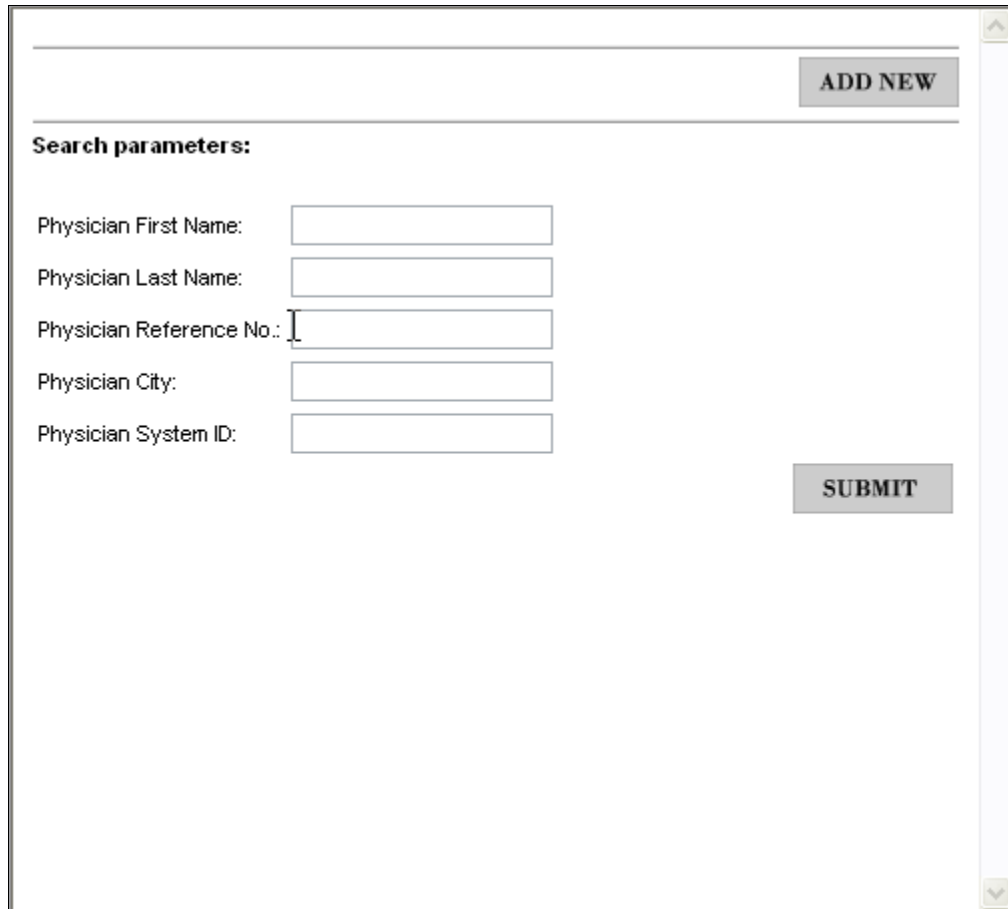
- 1.) Click the **Search** tab. A search screen will appear for you to enter information to find the employee’s record.
- 2.) Enter any or all of the employee’s first name, last name, employee number or social-security number.
- 3.) Click the **Submit** button, and a list of employees matching your search criteria will appear under the entry fields.
- 4.) Click on the **employee’s name** to access his/her record.
- 5.) Click the associated **leave number** in the “Leave Summary” section of the Employee Profile screen.
- 6.) Click the **Certification** tab.
- 7.) Click the associated link for the medical certification or **Recert** to process a recertification form.
 - a.) The Medical Certification screen provides functionality for you to perform any action associated with receiving and recording medical certification results (see Figure 45).
 - b.) You can receive a complete certification and approve or deny leave accordingly.
 - c.) You can record the receipt of an incomplete certification, enter a new due date for the completed form, and generate a letter outlining the employee’s responsibilities.
 - d.) You can record the receipt of a complete certification and request another physician’s opinion.
 - e.) You can extend the due date to give the employee more time to return the form.
 - f.) You can deny the leave because the employee never returned the form
 - g.) Finally, you can just enter notes or record information without taking any action.

Figure 45

Processing a Complete Certification

If you receive a complete certification from the employee or his/her physician:

- 1.) Enter the date the form was received in the “Complete Received” field. You can also select the date using the calendar feature.
- 2.) Select the “Yes” option for “Was the cert complete?”
- 3.) Indicate if the physician indicated the illness is a “chronic serious health condition” by selecting either the “Yes” or “No” option for “Is this chronic?”
- 4.) Enter the frequency of the serious health condition in the “Frequency” field.
- 5.) Enter the duration of the serious health condition in the “Duration” field.
- 6.) Enter any miscellaneous notes in the “Miscellaneous” field.
- 7.) Find the certifying physician or enter him/her into the system using the search icon  beside the “Physician ID” field. A search screen will appear (see Figure 46).
 - a.) Enter any or all of the physician's first name, last name, reference number, city or system ID. A list of any physicians matching your search criteria will appear. If the employee's physician appears in the list, click his/her name.



ADD NEW

Search parameters:

Physician First Name:

Physician Last Name:

Physician Reference No.:

Physician City:

Physician System ID:

SUBMIT

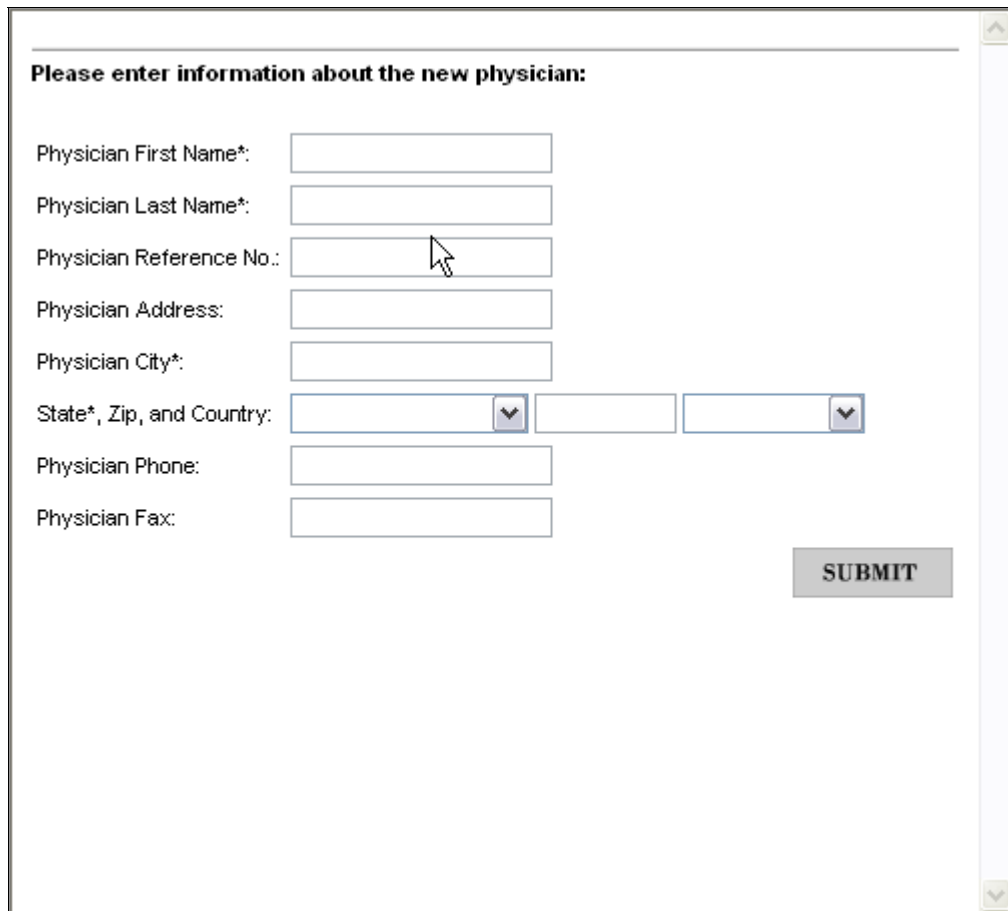
Figure 46

- b.) If the physician's name does not appear in the list, click the **Add New** button. A screen will appear for you to enter the information about the physician (see Figure 47).



Note

Please ensure the physician's information is entered correctly to avoid duplicating a physician's contact information.



Please enter information about the new physician:

Physician First Name*:

Physician Last Name*:

Physician Reference No.:

Physician Address:

Physician City*:

State*, Zip, and Country:

Physician Phone:

Physician Fax:

SUBMIT

Figure 47

- c.) Enter the information for the physician. Fields marked by an * are required fields.
 - d.) Click the **SUBMIT** button.
 - e.) A screen will appear displaying the physician's ID number. Close the window and enter that number in the "Physician ID" field.
- 8.) Enter the dates the physician certified the serious health condition in the "Certification Dates" fields. The leave dates requested by the employee are listed. To quickly enter those dates, click the date links. You can change the dates after you've used the links.



Note

The certification dates indicate which dates the leave should be approved for. Entering certification dates will not change the absences or policy coverage. If the leave absences needed to be added to the leave or the disability period updated for a pregnancy leave, please see the

Modifying a Leave section.

- 9.) Enter any notes or comments about the certification in the "General Notes" field (as applicable).
- 10.) Select the definition(s) of a serious health condition that the physician entered on the form under "Aspects of Serious Health Condition" (optional).

- 11.) Select what the medical condition is related to in the dropdown list for “Medical Condition Related to:” (optional).
- 12.) If the physician did not certify that the employee has a serious health condition, click the “Check if the HCP did not certify as a serious health condition” option. This will deny the leave.
- 13.) Indicate if you are approving the leave based upon information from an STD/WC provider by clicking the “Yes” or “No” option.
- 14.) Click the link “What does the system recommend?” to select an action item and verify that all required information has been entered. You can change the determination by clicking a different option.
- 15.) Click the **Update** button. A verification screen will appear for your review (see Figure 48).

The screenshot shows the County of Los Angeles Absence Management System interface. The header includes the County of Los Angeles logo, the text "COUNTY OF LOS ANGELES Absence Management System", and navigation links: home, search, task list, reports, and a logout button. The main content area is titled "recent employees" and lists several employees. The selected employee is SUSAN ZABALA (ID 244117). The system shows the update certification information for Leave 955 (SUSAN). A message states: "You have indicated that the absences for this leave should be **approved**." Below this is a table titled "Absences and Policy Coverage" with columns: Policy, Coverage Type, Absences Range, All Covered?, and Approve Now. The table lists four policies: FMLA, CFRA, PDL, and STD, all with "Government-Mandated" coverage and "All Covered?" set to "YES". The "Approve Now" column has checkboxes, all of which are checked. Below the table, the system shows the "Extension Due Date" as "NA", "Date incomplete cert received" as "NA", "Date complete cert received" as "04/04/2012", and "Date Range" as "04/16/2012 to 07/09/2012". At the bottom, a confirmation prompt asks "Are you sure you wish to move forward?" with "NO" and "YES" buttons.

Policy	Coverage Type	Absences Range	All Covered?	Approve Now
FMLA	Government-Mandated	04/16/2012 to 07/09/2012	YES	<input checked="" type="checkbox"/>
CFRA	Government-Mandated	05/29/2012 to 07/09/2012	YES	<input checked="" type="checkbox"/>
PDL	Government-Mandated	04/16/2012 to 05/28/2012	YES	<input checked="" type="checkbox"/>
STD	Disability	04/23/2012 to 07/09/2012	YES	<input checked="" type="checkbox"/>

Extension Due Date: NA
 Date incomplete cert received: NA
 Date complete cert received: 04/04/2012
 Date Range: 04/16/2012 to 07/09/2012

Are you sure you wish to move forward?

NO YES

Figure 48

- 16.) Verify the information listed on the screen. If you want to go back to the Medical Certification screen, click the **NO** button.
- 17.) If you agree with the summary and want to approve or deny the leave, click the **YES** button to move forward.
- 18.) The approval or denial letter will be generated.
- 19.) Print the letter and send it to the employee.



Note

If the dates of the certification are less than the leave dates requested by the employee, the screen will list the absence range certified and the dates not covered by the certification. Please see the **Partial Approval** section for more information.

Processing an Incomplete Certification

If you receive an incomplete certification from the employee or his/her physician:

- 1.) Enter the extended due date for the employee to return the completed form in the "Extended Due" field. You can also select the date using the calendar feature.
- 2.) Enter the date the form was returned in the "Incomplete Received" field. You can also select the date using the calendar feature.
- 3.) Select the "No" option for "Was the cert complete?"
- 4.) Select the "Extend the due date for documentation to that listed above" option under the action list.
- 5.) Click the **UPDATE** button. A screen will appear summarizing your entries (see Figure 49).
- 6.) If you do not want to generate a notice of incomplete certification, select the "No" option next to "Do you wish to generate a notice of incomplete paperwork?"
- 7.) If you want to return to the Medical Certification screen, click the **NO** button.
- 8.) If you agree with the summary and want to generate the letter, click the **YES** button to move forward.
- 9.) Print the letter and send it to the employee.

The screenshot shows the County of Los Angeles Absence Management System interface. The header includes the County of Los Angeles logo and navigation links: home, search, task list, reports, and a logout button. The main content area is titled "Update certification (First Opinion) information for Leave 955 (SUSAN)". It displays a list of recent employees on the left, including SUSAN ZABALA (ID 244117), JANE KADDIS (ID 536306), and others. The main area shows the certification details: "You have indicated that the due date for final, complete documentation be extended to 4/27/2012." It also includes a question "Do you wish to generate a notice of incomplete paperwork?" with radio buttons for Yes and No. Below this, there is a summary of the certification: "Extension Due Date: 4/27/2012", "Date incomplete cert received: 04/04/2012", "Date complete cert received: NA", and "Date Range: 04/16/2012 to 07/09/2012". At the bottom, there is a question "Are you sure you wish to move forward?" with NO and YES buttons.

Figure 49

Extending the Due Date

To give the employee more time to return the medical certification form:

- 1.) Enter the extended due date for the employee to return the form in the "Extended Due" field. You can also select the date using the calendar feature.
- 2.) Select the "Extend the due date for documentation to that listed above" option under the action list.

- 3.) Click the **UPDATE** button. A screen will appear summarizing your entries (see Figure 50).
- 4.) If you want to return to the Medical Certification screen, click the **NO** button.
- 5.) If you agree with the summary, click the **YES** button.

The screenshot shows the 'Update certification (First Opinion) information for Leave 955 (SUSAN)' screen. The header includes the County of Los Angeles logo and navigation links. The sidebar on the left contains links for 'recent employees', 'batch printing', 'system configuration', and 'physician search'. The main content area displays the following information:

You have indicated that the due date for final, complete documentation be **extended** to 4/27/2012.

Extension Due Date:	4/27/2012
Date incomplete cert received:	NA
Date complete cert received:	NA
Date Range:	04/16/2012 to 07/09/2012

Are you sure you wish to move forward?

Buttons: **NO** **YES**

Figure 50

Partial Approval

To approve some, but not all, of the policies associated with an employee's leave:

- 1.) Click on the leave from the leave summary box on the employee profile screen that you need to partially approve.
- 2.) Click on the **Certification** tab.
- 3.) Click on **RECERT** for the new certification (see Figure 51).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
Jan Bentley (ID A3)
CECELIA COOPER (ID 479318)
ANDREA JACKSON (ID 471990)
BRUCE JACKSON (ID 255089)
Leave 951 (JACKSON)
JANE KADDIS (ID 536306)
AZIZA ABRAHAM (ID 512319)
Leave 595 (JACKSON)
CINDY MA (ID 516426)
KAREN LA (ID 449926)

batch printing

system configuration

physician search

Details for Leave 955 (SUSAN)

Reason: Pregnancy or Pre-Natal Care - Due 04/16/2012
First Absence: 04/16/2012
Last Absence: 07/09/2012
Expected RTW:

Status: Pending
Status Date: 04/04/2012
Leave Owner: Master User
Date Requested: 2012-04-04 00:00:00.0

absences	certification	std /wc	eligibility	correspond	insurance	audit trail	back to work	image upload
Opinion	Physician	Due	Received	Complete?	Period	Chronic?	Outcome	
First		04/19/2012			-			
Second					-			
Third					-			

Click a certification number above to update those records.
Click here if you need a Med Cert reminder letter.

New certification

RECEIPT

Figure 51

4.) Enter the appropriate information on the top half of the screen (see Figure 52).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
Jan Bentley (ID A3)
CECELIA COOPER (ID 479318)
ANDREA JACKSON (ID 471990)
BRUCE JACKSON (ID 255089)
Leave 951 (JACKSON)
JANE KADDIS (ID 536306)
AZIZA ABRAHAM (ID 512319)
Leave 595 (JACKSON)
CINDY MA (ID 516426)
KAREN LA (ID 449926)

batch printing

system configuration

physician search

Update certification (First Opinion) information for Leave 955 (SUSAN)

Originally Due: 04/19/2012
Extended Due: 04/11/2012
Incomplete Received:
Complete Received:
Was the cert complete? ☐ Yes ☐ No
Is this chronic? ☐ Yes ☐ No
Frequency
Duration
Miscellaneous
Physician ID:
Certification Dates: to Absences range from 04/16/2012 to 07/09/2012

General Notes:

Aspects of "Serious Health Condition":
☐ Hospital Care (1)
☐ Absence Plus Treatment (2)
☐ Pregnancy (3)
☐ Chronic Conditions Requiring Treatment (4)
☐ Permanent / Long-Term Conditions (5)
☐ Multiple Treatments (Non-Chronic) (6)

Medical Condition Related To:

☐ Check here if the HCP **did not certify** as a serious health condition. This leave will be **DENIED**.

Are you approving this leave based on information from an STD / WC insurance provider? ☐ Yes ☐ No
If so, which insurer approved the leave of absence?

Based on the information above, what would you like to do?

☐ Approve the coverages for this leave.
☐ Deny the coverages for this leave.
☐ Require a 2nd or 3rd opinion because...
☐ Extend the due date for documentation to that listed above.
☐ Take no administrative action; just record the new data.

What does the system recommend?

CANCEL UPDATE

Figure 52



Note

For Partial Approval to apply, the certification dates must cover less time than was requested. Example: EE requested leave

from 7/1/08 through 9/13/08, but the cert dates are for 7/1/08 through 9/12/08.

- 5.) Select **Approve the coverage for this leave** from the list at the bottom of the screen (see Figure 52).
- 6.) Click **UPDATE**.
- 7.) Select whether you would like to leave the outstanding absences pending, cancel them, or deny them.
 - a.) If you choose to pend or deny the absences, they will appeared as pending or denied (respectively) in the letter that is sent to the employee.
 - b.) If you choose to cancel the absences, the letter that is sent to the employee will not address the absences that were cancelled.

County of Los Angeles
Absence Management System

home | search | task list | reports

logout

recent employees

system configuration

physician search

intermittent hours review

Update certification (First Opinion) information for **Leave 313** :)

You have indicated that the absences for this leave should be **approved** for certification dates **03/15/2016 to 03/31/2016**.

What Will Happen

Policies that are in PENDING status **between these dates** will be set to APPROVED
Policies that were previously denied **between these dates** due to lack of medical certification will be set to APPROVED

There are absences outside of this certification range:

- The absences between 03/01/2016 and 03/14/2016 are in pending status.

How would you like to handle those absences?

☒ Leave them as "pending"

☐ Cancel the outstanding absences

☐ Deny the outstanding absences

Note that because several absences fall outside of the certification range, this action may impact a calculated EXHAUSTION DATE.

The system recommends that you use the "recalc" process upon completing this status change.

Extension Due Date: NA
Date incomplete cert received: NA
Date complete cert received: 03/01/2016
Date Range: 03/15/2016 to 03/31/2016

Are you sure you wish to move forward?

NO YES

Figure 53

- 8.) Click **YES**.

Denying a Leave

LeaveLink® provides seven ways to deny leave while you are processing leaves. Each denial reason is listed below.

Denial Due to Reason for Leave

If you select the “Other” option from the “Reason for Leave” drop-down list on the Leave Request screen, LeaveLink® records the planned absences and will take you to a screen to record additional information (see Figure 54).

The screenshot shows the 'Denial Due to Reason for Leave' screen in the County of Los Angeles Absence Management System. The header includes the County of Los Angeles logo, the system name, and navigation links (home, search, task list, reports, logout). On the left, there are buttons for 'recent employees', 'batch printing', 'system configuration', and 'physician search'. The 'recent employees' list includes names and IDs such as SUSAN ZABALA, BRUCE JACKSON, and others. The main content area contains a text box for 'The reason for leave is not included under any policies that cover the employee.' Below this is a prompt to 'Please enter a description of the reason for leave below, to be used in a formal rejection notice:' followed by a text input field. Then, there is a section for 'For what days is the employee scheduled to work during this period?' with checkboxes for Sunday through Saturday. Below that is a prompt 'How many hours per day does the employee work during this period?' with a text input field showing '8.0'. At the bottom, there is a note: 'Upon clicking **Submit**, the leave will be rejected under FMLA and a denial letter will be generated.' and two buttons: 'CANCEL' and 'SUBMIT'.

Figure 54

- 1.) Enter a description of the reason the employee is requesting a leave.
 - a.) This will appear on the leave record and in the denial correspondence.
- 2.) Indicate the days the employee was scheduled to work during this period by clicking the boxes beside the appropriate days.
- 3.) Enter the hours the employee was scheduled to work per day.
- 4.) Click the **SUBMIT** button to deny the leave and generate the required correspondence.
 - a.) To cancel the leave request, click the **CANCEL** button.
 - b.) To return to the leave request screen, click the web browser's back button.

Denial Due to Ineligibility

If an employee is not eligible for any policy during the leave eligibility review, click the **Deny** button to generate the denial correspondence packet. The letter will list all the policies for which the employee was denied leave. If the employee is eligible for at least one policy, proceed with the leave process, and the correspondence will list both policies that will and will not apply based upon eligibility.

Denial for Non-Certification of a Serious Health Condition

If you select the “HCP did not certify a serious health condition” option on the medical certification screen, the system will recommend that the leave be denied. You will be asked to confirm the denial and generate the denial letter accordingly.



Note The County of Los Angeles policy is to designate the medical leave, instead of denying it due to the HCP not certifying, if the employee is unable to work.

Denial for Not Returning Complete Documentation

If you never receive a complete medical certification from the employee or his/her physician, then you can deny the leave from the medical certification screen and generate the denial letter accordingly.

Denial Due to Exhaustion

If the employee has exhausted his/her leave entitlement, then LeaveLink® will create an exhaustion letter when you process the leave.

Denying Leave Due to “Late Filing” by Employee

If the employee fails to notify you of their need for leave in a timely manner, you may choose to deny the employee's leave due to late filing. Please see the *Denying Leave Due to “Late Filing” by Employee* section for more information on this process.

Denying Due to Over Age Child

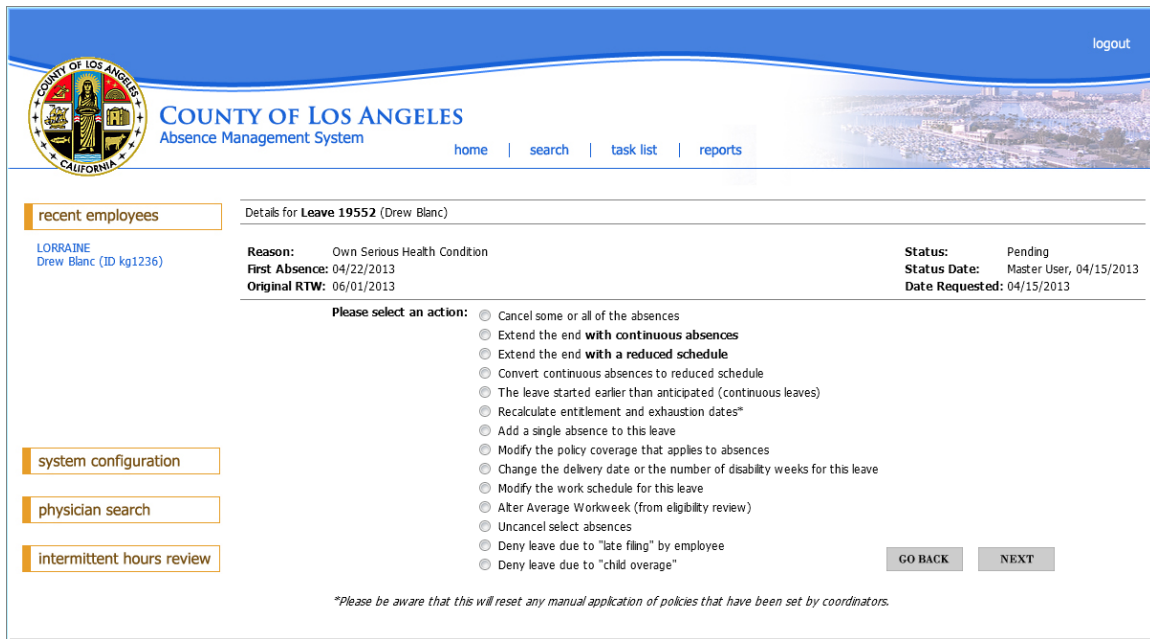
If the employee requests leave for a child's serious health condition and the child is over the age of 18 and not a dependant, you may choose to deny the leave. Please see the *Denying Leave Due to Over Age Child* section for more information on this process.

Modifying a Leave

If an employee's leave changes, there are several ways to modify the leave, including canceling some or all of the absences, extending the end date of the leave, adding a single absence to the leave, modifying the policy coverage, and changing the delivery date for a pregnancy leave.

To modify a leave:

- 1.) Click the **Search** tab on the home page. A search screen will appear for you to enter information to find the employee's record.
- 2.) Enter any or all of the employee's first name, last name, employee number, or social-security number.
- 3.) Click the **SUBMIT** button and a list of employees matching your search criteria will appear under the entry fields.
- 4.) Click on the employee's name to access his/her record.
- 5.) Click the associated leave number in the “Leave Summary” section of the Employee Profile screen (see Figure 14).
- 6.) Click the **MODIFY** button on the **Absences** tab of the Leave Details screen. A screen will appear containing the options for modifying the leave (see Figure 55).



logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

LORRAINE
Drew Blanc (ID kg1236)

system configuration

physician search

intermittent hours review

Details for **Leave 19552** (Drew Blanc)

Reason: Own Serious Health Condition
First Absence: 04/22/2013
Original RTW: 06/01/2013

Status: Pending
Status Date: Master User, 04/15/2013
Date Requested: 04/15/2013

Please select an action:

- ☐ Cancel some or all of the absences
- ☐ Extend the end **with continuous absences**
- ☐ Extend the end **with a reduced schedule**
- ☐ Convert continuous absences to reduced schedule
- ☐ The leave started earlier than anticipated (continuous leaves)
- ☐ Recalculate entitlement and exhaustion dates*
- ☐ Add a single absence to this leave
- ☐ Modify the policy coverage that applies to absences
- ☐ Change the delivery date or the number of disability weeks for this leave
- ☐ Modify the work schedule for this leave
- ☐ Alter Average Workweek (from eligibility review)
- ☐ Uncancel select absences
- ☐ Deny leave due to "late filing" by employee
- ☐ Deny leave due to "child overage"

GO BACK **NEXT**

*Please be aware that this will reset any manual application of policies that have been set by coordinators.

Figure 55

Canceling Selected Absences

If you need to modify the leave because the employee won't be taking one or more of the absence dates:

- 7.) Select the **Cancel some or all of the absences** option (see Figure 55).
- 8.) Click the **NEXT** button. The cancel absences screen will appear (see Figure 56).
- 9.) On the left side of the screen, click the **checkbox** beside each absence that you need to cancel.
- 10.) Enter notes or comments about the reason for canceling the absences in the "Cancellation Notes" field on the left side of the screen.
- 11.) Click the **SUBMIT** button.

Figure 56

Canceling an Entire Leave

If you need to cancel an entire leave because the employee decides not to take the leave as planned:

- 7.) Select the **Cancel some or all of the absences** option (see Figure 55).
- 8.) Click the **NEXT** button. The cancel absences screen will appear.
- 9.) Enter notes or comments about the reason for canceling the absences in the "Cancellation Notes" field on the right side of the screen.
- 10.) Click the **Cancel All** button.



Note

If you cancel the entire leave, the only thing you will be able to view for the leave is the audit trail. You will not be able to restore the leave and will need to re-enter it if it should not have been canceled.

Extending a Leave with Continuous Absences

If an employee is taking a **continuous** leave and needs more time than originally requested:

- 1.) Select the **Extend the end with continuous absences** option (see Figure 55).



Important

When extending the end of a leave, LeaveLink® looks at the

previous absences as a “model” for the new extension dates. Therefore, you will not be able to extend the leave with continuous absences if the leave does not currently have any continuous absences.



Important

The duration between the leave start and end dates should not be longer than one year.



Important

When extending the dates of a leave, the absences will appear as pending if the certification dates do not cover the extended dates. In order for the dates not to appear as pending, then the certification date range needs to be extended.

2.) Click the **NEXT** button. The extending leave screen will appear (see Figure 57).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
BRUCE JACKSON (ID 255089)
ANDREA JACKSON (ID 471990)

batch printing

system configuration

physician search

Details for **Leave 955 (SUSAN)**

Reason: Pregnancy or Pre-Natal Care
First Absence: 04/16/2012
Original RTW:

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

The last day of leave is currently planned for **07/09/2012**.

To what date would you like to extend the end of this leave?

07/16/2012


☒ Update the expected return to work date to the day after the last planned absence?

☒ Check if the new absences should be approved based upon a previous certification.
This leave was certified for the period 04/16/2012 to 06/15/2012.

GO BACK SUBMIT

Figure 57

- 3.) The current last day of leave is displayed for your review. Enter the new end date of the leave in the “To what date would you like to extend the end of this leave?” field. You can also use the calendar feature to select the date.
- 4.) Click the **SUBMIT** button. A screen will appear showing you the leave coverage breakdown for the duration of the extended time frame (see Figure 58).



COUNTY OF LOS ANGELES
Absence Management System

[home](#) | [search](#) | [task list](#) | [reports](#)

[logout](#)

recent employees

SUSAN ZABALA (ID 244117)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
BRUCE JACKSON (ID 255089)
ANDREA JACKSON (ID 471990)

batch printing

system configuration

physician search

Policy Coverage & Deductions									
Date	Weekday	Time	Policy Name	Eligibility	Deduction	Taken This Leave	Previously Taken	Max Allowed	
07/10/2012	Tuesday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 CFRA: California Family Rights Act STD: Short-Term Disability	Eligible Eligible Choose	Exhausted 0.200 1.000	0.000 0.000 0.000	12.000 8.200 78.000	12.00 Weeks 12.00 Weeks 90.00 Days	
07/11/2012	Wednesday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 CFRA: California Family Rights Act STD: Short-Term Disability	Eligible Eligible Choose	Exhausted 0.200 1.000	0.000 0.200 1.000	12.000 8.200 78.000	12.00 Weeks 12.00 Weeks 90.00 Days	
07/12/2012	Thursday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 CFRA: California Family Rights Act STD: Short-Term Disability	Eligible Eligible Choose	Exhausted 0.200 1.000	0.000 0.400 2.000	12.000 8.200 78.000	12.00 Weeks 12.00 Weeks 90.00 Days	
07/13/2012	Friday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 CFRA: California Family Rights Act STD: Short-Term Disability	Eligible Eligible Choose	Exhausted 0.200 1.000	0.000 0.600 3.000	12.000 8.200 78.000	12.00 Weeks 12.00 Weeks 90.00 Days	
07/14/2012	Saturday	0.00 Hours	FMLA: Family and Medical Leave Act of 1993 CFRA: California Family Rights Act STD: Short-Term Disability	Eligible Eligible Choose	Exhausted 0.000 1.000	0.000 0.800 4.000	12.000 8.200 78.000	12.00 Weeks 12.00 Weeks 90.00 Days	
07/15/2012	Sunday	0.00 Hours	FMLA: Family and Medical Leave Act of 1993 CFRA: California Family Rights Act STD: Short-Term Disability	Eligible Eligible Choose	Exhausted 0.000 1.000	0.000 0.800 5.000	12.000 8.200 78.000	12.00 Weeks 12.00 Weeks 90.00 Days	
07/16/2012	Monday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 CFRA: California Family Rights Act STD: Short-Term Disability	Eligible Eligible Choose	Exhausted 0.200 1.000	0.000 0.800 6.000	12.000 8.200 78.000	12.00 Weeks 12.00 Weeks 90.00 Days	

Figure 58

- 5.) Click the **Finished** button to add the additional absences to the employee's leave.
- 6.) Recalculate the leave and any future leave(s) the employee currently has in LeaveLink® (see **Recalculating Entitlement and Exhaustion Dates**).

Extending the Leave with a Reduced Schedule

If the employee needs to extend the end of his/her leave with a reduced schedule:

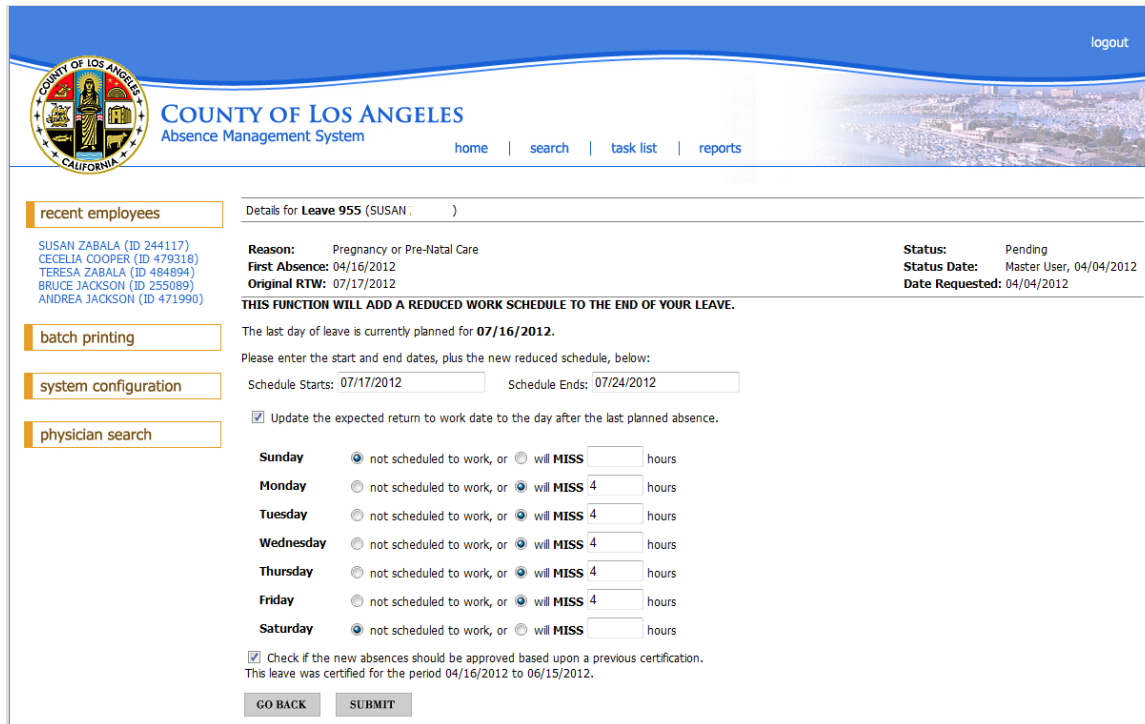
- 1.) Select the **Extend the end with a reduced schedule** option (see Figure 55).



Important

When extending the dates of a leave, the absences will appear as pending if the certification dates do not cover the extended dates. In order for the dates not to appear as pending, then the certification date range needs to be extended.

- 2.) Click the **NEXT** button. A screen for extending the leave will appear (see Figure 59).



recent employees

SUSAN ZABALA (ID 244117)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
BRUCE JACKSON (ID 255089)
ANDREA JACKSON (ID 471990)

batch printing

system configuration

physician search

Details for Leave 955 (SUSAN :)

Reason: Pregnancy or Pre-Natal Care
First Absence: 04/16/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

THIS FUNCTION WILL ADD A REDUCED WORK SCHEDULE TO THE END OF YOUR LEAVE.

The last day of leave is currently planned for 07/16/2012.

Please enter the start and end dates, plus the new reduced schedule, below:

Schedule Starts: 07/17/2012 Schedule Ends: 07/24/2012

☒ Update the expected return to work date to the day after the last planned absence.

Sunday ☒ not scheduled to work, or ☐ will MISS hours

Monday ☐ not scheduled to work, or ☒ will MISS 4 hours

Tuesday ☐ not scheduled to work, or ☒ will MISS 4 hours

Wednesday ☐ not scheduled to work, or ☒ will MISS 4 hours

Thursday ☐ not scheduled to work, or ☒ will MISS 4 hours

Friday ☐ not scheduled to work, or ☒ will MISS 4 hours

Saturday ☒ not scheduled to work, or ☐ will MISS hours

☒ Check if the new absences should be approved based upon a previous certification.
This leave was certified for the period 04/16/2012 to 06/15/2012.

GO BACK SUBMIT

Figure 59

- 3.) Enter the dates for the reduced schedule portion of the leave.



Important

The duration between the leave start and end dates should not be longer than one year

- 4.) Select the days the employee is scheduled to work and indicate the hours he/she will miss on those days.
- 5.) Click **SUBMIT**.

Converting Continuous Absences to Reduced Schedule

If you need to change an employee's continuous absences to a reduced schedule:

- 1.) Select the **Convert continuous absences to reduced schedule** option (see Figure 55).
- 2.) Click the **NEXT** button. The screen for converting the absences will appear (see Figure 60).

Figure 60

- 3.) Enter the date range to convert.
- 4.) Indicate the days the employee is scheduled to work and the hours he/she will miss on each day.
- 5.) Click **SUBMIT**. A screen will appear indicating the final coverage breakdown for the leave.
- 6.) Click **Finished**.

Adding a Single Absence to a Leave (Intermittent Leaves Only)

If you just need to add a single absence to the employee's leave:

- 1.) Select the **Add a single absence to this leave** option (see Figure 55).



Important

When extending the dates of a leave, the absences will appear as pending if the certification dates do not cover the extended dates. In order for the dates not to appear as pending, then the certification date range needs to be extended.

- 2.) Click the **NEXT** button. The screen for adding a single absence will appear (see Figure 61).

County of Los Angeles
Absence Management System

home | search | task list | reports

logout

recent employees

ANDREA JACKSON (ID 471990)
SUSAN ZABALA (ID 244117)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
BRUCE JACKSON (ID 255089)

batch printing

system configuration

physician search

Details for Leave 955 (SUSAN)

Reason: Pregnancy or Pre-Natal Care
First Absence: 04/16/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

INTERMITTENT Leave Extension

The last day of leave is currently planned for **07/16/2012**.

The following intermittent absences have already been submitted for SUSAN ZABALA's leave 955. Please enter up to 10 new Absences (including hours missed) in the spaces provided and click *Submit*.

No intermittent absences currently attached to this leave.

☒ This leave was certified for the period 04/16/2012 to 06/15/2012.
Check if the new absences should be approved based upon a previous certification.

Absence Type	Absence Date	Hours Missed
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0
Intermittent	<input type="text"/>	<input type="text"/> 0.0

SUBMIT

Figure 61

- 1.) The current last day of leave is displayed for your review. Enter the date(s) of the absence(s) that you want to add in the "Absence Date" fields and enter the hours for each absence in the "Hours Missed" field. You can also use the calendar feature to select the date.

**Important**

The duration between the leave start and end dates should not be longer than one year.

- 2.) Click the **SUBMIT** button. A screen will appear showing you the leave coverage breakdown for that day.
- 3.) Click the **Finished** button to add the additional absence to the employee's leave.
- 4.) Recalculate the leave and any future leave(s) the employee currently has in LeaveLink® (see **Recalculating Entitlement and Exhaustion Dates**).

Modifying Policy Coverage

If you need to change the policies that cover the leave absences:

- 1.) Select the **Modify the policy coverage that applies to the absences** option (see Figure 55).

- 2.) Click the **NEXT** button. The screen for modifying policy coverage will appear (see Figure 62).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
Leave 955 (ZABALA)
ROBIN KAY (ID 434725)
Leave 951 (JACKSON)
ANDREA JACKSON (ID 471990)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
BRUCE JACKSON (ID 255089)

batch printing

system configuration

physician search

Details for **Leave 955 (SUSAN)**

Reason: Pregnancy or Pre-Natal Care
First Absence: 03/19/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

Below are the absences and policies that cover each day.

Please check to remove a particular coverage, or select a new policy to apply on an absence.
These changes will be recorded in the audit trail.

What modifications would you like to make?

☒ Remove a policy coverage from this leave
☐ Remove policy coverage from only some absences
☐ Add a policy coverage to all absences of this leave
☐ Add policy coverage to only some absences of this leave
☐ Change the elimination period for a policy

CANCEL NEXT

Figure 62

- 3.) Select whether to remove a policy, add a policy, or change a policy's elimination period.
- 4.) Select which policy to remove or add.
- 5.) Click **NEXT**.
- 6.) Based on your selection, you will be asked to either remove or add policy coverage to some or all of the absences dates or to update the elimination period for a disability policy.

Changing the Delivery Date or Disability Period for a Pregnancy Leave

If the actual delivery date is different from the expected delivery date entered during the leave request process:

- 1.) Select the **Change the delivery date or the number of disability weeks for this leave** option (see Figure 55).
- 2.) Click the **NEXT** button. The screen for entering the new delivery date will appear (see Figure 63).

Figure 63

- 3.) The original delivery date is displayed for your review. Enter the new delivery date in the “To what would you like to change that?” field. You can also use the calendar feature to select the date.
- 4.) The number of weeks the employee will be disabled after giving birth and the last disabled date are displayed. The default number of weeks is six. If necessary, you may change the number of weeks or change the date based on the employee’s medical certification.
- 5.) Click the **SUBMIT** button.
- 6.) A screen will appear indicating the final coverage breakdown for the leave.
- 7.) Click **Finished**.

Recalculating Entitlement and Exhaustion Dates

Entitlement needs to be recalculated if absences are added to the leave, which may cause the leave to exhaust, or if absences are cancelled for an exhausted leave, which may cancel out the exhaustion.

Entitlement also needs to be recalculated when you add or cancel absences on a current leave, and the employee also has a future planned leave in the system. You will need to recalculate the future leave to identify whether the future leave may be affected by the change to the current leave.

- 1.) Select **Recalculate entitlement and exhaustion dates** from the list (see Figure 55).
- 2.) Click **NEXT**.
- 3.) You will see a screen saying you are about to recalculate exhaustion dates and entitlement for specific policies (see Figure 64).

This screen indicates the eligible policies for the employee’s leave. If a policy didn’t meet the eligibility requirements during the review process, it will not be considered for deductions.

After determining the applicable policies, LeaveLink® will look at the first and last absences that have not been cancelled, taking into account extensions, return to work early, and other factors that may cause the absence records to differ from intake.

It resets the time taken under the leave to zero deductions under FMLA and all other policies. In addition, it resets all exhaustion dates.

Finally, LeaveLink® plots out the absences and calculates deductions by looking at the leave schedule entered during the initial intake leave process.

LeaveLink® groups by day; therefore, removing any possibility of duplicates.

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

ANDREA JACKSON (ID 471990)
SUSAN ZABALA (ID 244117)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
BRUCE JACKSON (ID 255089)

batch printing

system configuration

physician search

Details for **Leave 955 (SUSAN)**

Reason: Pregnancy or Pre-Natal Care
First Absence: 03/19/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

You are about to recalculate exhaustion dates and entitlement for the following policies:

- Family and Medical Leave Act of 1993
- California Family Rights Act
- Pregnancy Disability Leave
- Short-Term Disability

This will erase any coverage that has been **manually applied** to the leave thusfar.

Clicking NEXT will also reset all absences to 0 deductions from FMLA or other policies.

Also, the "denominator" that reflects average hours / week (used in calculations) is: **25.960**.

This leave was certified for the period 04/16/2012 - 06/15/2012.

Check here if the existing approvals should be retained, based on previous certification: ☒

NEXT

Figure 64

- 4.) Click **NEXT**.
- 5.) The screen you are viewing shows the recalculations as standard deductions (see Figure 65).

<div>  <div> COUNTY OF LOS ANGELES Absence Management System </div> <div> home search task list reports </div> </div> <div> recent employees ANDREA JACKSON (ID 471990) SUSAN ZABALA (ID 244117) CECELIA COOPER (ID 479318) TERESA ZABALA (ID 484894) BRUCE JACKSON (ID 255089) </div> <div> batch printing </div> <div> system configuration </div> <div> physician search </div>									
Policy Coverage & Deductions									
Date	Weekday	Time	Policy Name	Eligibility	Deduction	Taken This Leave	Previously Taken	Max Allowed	
03/19/2012	Monday	8.00 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.308 0.070 0.000	0.000 0.000 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/16/2012	Monday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.200 0.000	0.308 0.070 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/17/2012	Tuesday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.200 0.000	0.508 0.270 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/18/2012	Wednesday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.200 0.000	0.708 0.470 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/19/2012	Thursday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.200 0.000	0.908 0.670 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/20/2012	Friday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.200 0.200 0.000	1.108 0.870 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/21/2012	Saturday	0.00 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.000 0.000 0.000	1.308 1.070 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/22/2012	Sunday	0.00 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Elimination	0.000 0.000 0.000	1.308 1.070 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	
04/23/2012	Monday	5.19 Hours	FMLA: Family and Medical Leave Act of 1993 PDL: Pregnancy Disability Leave STD: Short-Term Disability	Eligible Eligible Choose	0.200 0.200 1.000	1.308 1.070 0.000	2.200 0.000 0.000	12.00 Weeks 4.00 Months 90.00 Days	

Figure 65

- 6.) Click **Finished**.
- 7.) You can track the recalculation in the audit trail by clicking on the **audit trail** tab.
- 8.) Notice that “Entitlement/exhaustion recalculated” appears in the audit trail, and the user that performed the action.

Modify Work Schedule for a Leave

- 1.) Select **Modify the work schedule for this leave** from the list (see Figure 55).
- 2.) Click **NEXT**.
- 3.) Change the hours for the work schedule by clicking in the box for the day(s) you would like to change (see Figure 66).
- 4.) Change the effective date of the schedule if necessary.
- 5.) Select if existing absences should be updated to reflect the modified schedule from the effective date forward. If they should be updated, select “Yes.” If you would like to retain the previous schedule on existing absences and apply the modified schedule to future absences only, select “No.”
- 6.) Click **SUBMIT**.

recent employees

ANDREA JACKSON (ID 471990)
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CECELIA COOPER (ID 479318)
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batch printing

system configuration

physician search

Details for **Leave 955 (SUSAN)**

Reason: Pregnancy or Pre-Natal Care
First Absence: 03/19/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

Please modify the current schedule below. All changes will be reflected in the Audit Trail.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1:	0	5.192	5.192	5.192	5.192	5.192	0
Week 2:	0	5.192	5.192	5.192	5.192	5.192	0

On what date is this schedule effective? 03/18/2012

Do you wish to "recreate" all planned absences from that date forward? ☐ YES ☒ NO

Submit

Figure 66

Alter Average Workweek (from eligibility review)


- 1.) Select **Alter Average Workweek (from eligibility review)** from the list (see Figure 55).
- 2.) Click **NEXT**.
- 3.) Change the average hours worked per week by editing the "Current Average Hours / Week" field (see Figure 67).



Note

The current average workweek is determined by the hours worked on the demographics file at the time the leave was entered or by what was manually entered during the eligibility review.

logout



COUNTY OF LOS ANGELES
Absence Management System

[home](#) | [search](#) | [task list](#) | [reports](#)

recent employees
SUSAN ZABALA (ID 244117)
Leave 955 (ZABALA)
ROBIN KAY (ID 434725)
Leave 951 (JACKSON)
ANDREA JACKSON (ID 471990)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
BRUCE JACKSON (ID 255089)

batch printing

system configuration

physician search

Details for Leave 955 (SUSAN ZABALA)

Reason: Pregnancy or Pre-Natal Care
First Absence: 03/19/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

MODIFY THE AVERAGE WORKWEEK (originally confirmed in the Eligibility Review process)

The number that you confirm below should reflect the employee's average workweek; that is, how many hours he would normally be scheduled to work per week.

Going forward, this number will be used in the calculator as the "denominator" in weekly deductions.

Current Work Schedule (Average = 25.96):

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1:	0	5.192	5.192	5.192	5.192	5.192	0
Week 1:	0	5.192	5.192	5.192	5.192	5.192	0

Current Average Hours / Week: 30.000

NEXT

Upon clicking NEXT, you will be directed to the RECALC process.

Figure 67

- 4.) Click **NEXT**. The recalculation screen will appear.
- 5.) Click **NEXT** again.
- 6.) A screen will appear indicating the final coverage breakdown for the leave.
- 7.) Click **SUBMIT**.



Note

The work schedule and the average workweek can be used independently of each other if necessary. For example, if the work schedule was entered as 8 hours, 5 days/week and the average hours were 30 during the leave intake, you have a couple of choices.

- 1.) You may just want to alter the work schedule to reflect 6 hours, 5 days/week.
- 2.) Or maybe the work schedule was correct, but the employee does average 40 hours. In this case, you would need to change the average workweek only.
- 3.) Or maybe both were entered incorrectly and the employee works 12 hours, 5 days/week and averages 60 hours per week. In this case, both the work schedule and the average work schedule would need to be corrected. The order doesn't matter. However, if you are trying to reset all the absences on the leave, you will

need to remember to select “yes,” when modifying the work schedule.

Continuous Leave Started Earlier than Anticipated

- 1.) Select **The leave started earlier than anticipated (continuous leaves)** from the list (see Figure 55).
- 2.) Click **NEXT**.
- 3.) Change the date to the date the leave actually began (see Figure 68).



Important

The duration between the leave start and end dates should not be longer than one year.



Important

When extending the dates of a leave, the absences will appear as pending if the certification dates do not cover the extended dates. In order for the dates not to appear as pending, then the certification date range needs to be extended.

Figure 68

- 4.) Click **SUBMIT**. A screen will appear for you to verify the employee's schedule.
- 5.) The days that the employee is not scheduled to work are shaded in gray. You can change the scheduled days off by simply clicking the appropriate days on the calendar. Verify the employee's schedule.
- 6.) Click the **SUBMIT** button. A screen will appear showing the leave coverage breakdown for the additional time frame.
- 7.) Click the **Finished** button to add the additional absences to the employee's leave.
- 8.) Recalculate the leave and any future leave(s) the employee currently has in LeaveLink® (see **Recalculating Entitlement and Exhaustion Dates**).

Uncanceling Select Absences

- 1.) Select **Uncancel select absences** from the list (see Figure 55).
- 2.) Click **NEXT**.
- 3.) Select the absences you would like to uncancel (see Figure 69).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

SUSAN ZABALA (ID 244117)
Leave 955 (ZABALA)
ROBIN KAY (ID 434725)
Leave 951 (JACKSON)
ANDREA JACKSON (ID 471990)
CECELIA COOPER (ID 479318)
TERESA ZABALA (ID 484894)
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batch printing

system configuration

physician search

Details for **Leave 955 (SUSAN)**

Reason: Pregnancy or Pre-Natal Care
First Absence: 03/19/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

The following absences have been cancelled. Please check to uncancel a single absence.

☐ 07/10/2012, Continuous, Full day absence
☐ 07/11/2012, Continuous, Full day absence
☐ 07/12/2012, Continuous, Full day absence
☐ 07/13/2012, Continuous, Full day absence
☐ 07/14/2012, Continuous, Full day absence
☐ 07/15/2012, Continuous, Full day absence
☐ 07/16/2012, Continuous, Full day absence

GO BACK **SUBMIT**

Figure 69

Denying Leave Due to “Late Filing” by Employee

If the employee fails to notify you of their need for leave in a timely manner, you may choose to deny the employee’s leave due to late filing.

- 1.) Select the **Deny leave due to “late filing” by employee** option (see Figure 55).
- 2.) Click the **NEXT** button. The screen for denying the leave will appear (see Figure 70).

logout

COUNTY OF LOS ANGELES
Absence Management System

home | search | task list | reports

recent employees

ANDREA JACKSON (ID 471990)
SUSAN ZABALA (ID 244117)
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batch printing

system configuration

physician search

Details for **Leave 955 (SUSAN)**

Reason: Pregnancy or Pre-Natal Care
First Absence: 03/19/2012
Original RTW: 07/17/2012

Status: Pending
Status Date: Master User, 04/04/2012
Date Requested: 04/04/2012

PROCESS TO DENY a leave because the employee did not file his/her request in a timely manner

The entire leave (all policies, all dates) will be DENIED due to late filing if you choose to proceed.

System Entry Date: 04/04/2012
Confirm Filing Date: **NEXT**

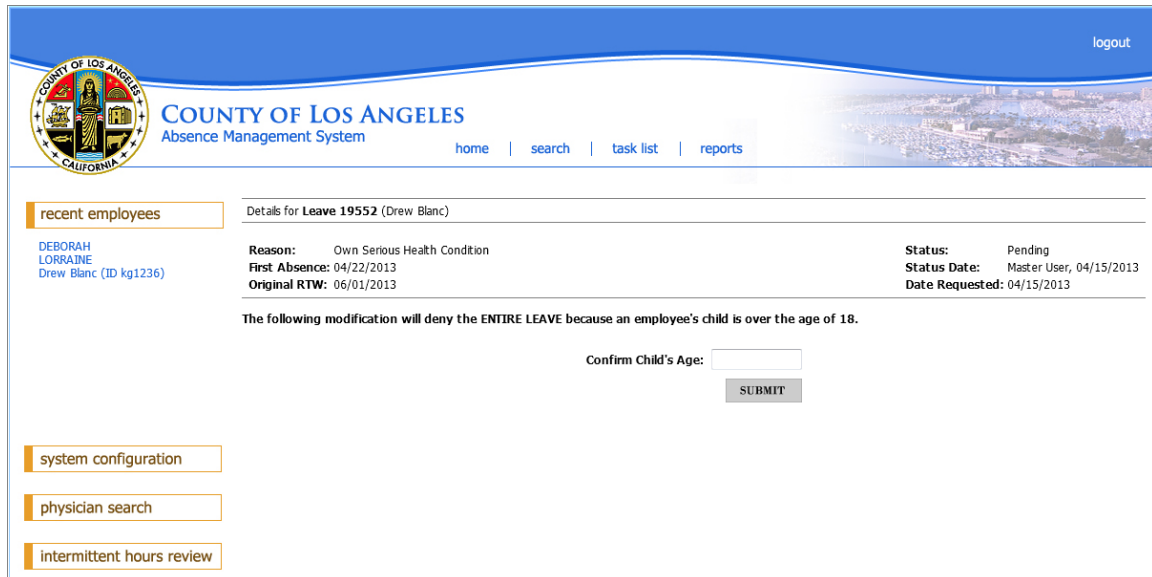
Figure 70

- 3.) LeaveLink will display the date that the leave was entered into the system. Confirm the filing date by reentering it in the “Confirm Filing Date” field.

- 4.) Click **NEXT**.
- 5.) The leave is now denied.

Denying Leave Due to Over Age Child

- 1.) Select the **Deny leave due to “child overage”** option (see Figure 55).
- 2.) Click the **NEXT** button. The screen for denying the leave will appear (see Figure 70).



The screenshot shows the County of Los Angeles Absence Management System interface. The header includes the County of Los Angeles logo, the text "COUNTY OF LOS ANGELES Absence Management System", and navigation links: home, search, task list, reports, and a logout button. The main content area is titled "Details for Leave 19552 (Drew Blanc)". It displays the following information:

Reason: Own Serious Health Condition	Status: Pending
First Absence: 04/22/2013	Status Date: Master User, 04/15/2013
Original RTW: 06/01/2013	Date Requested: 04/15/2013

Below this information, a message states: "The following modification will deny the ENTIRE LEAVE because an employee's child is over the age of 18." This is followed by a form field labeled "Confirm Child's Age:" and a "SUBMIT" button. On the left side of the interface, there are several menu items: "recent employees" (highlighted), "system configuration", "physician search", and "intermittent hours review". The "recent employees" section lists "DEBORAH LORRAINE Drew Blanc (ID kg1236)".

Figure 71

- 3.) Enter the age of the child in the “Confirm Child’s Age” field.
- 4.) Click **NEXT**.
- 5.) The leave is now denied.

Closing Leaves

To close a leave:

- 1.) From the employee profile page, click on the leave you want to close in the leave summary box.
- 2.) Click the **back to work** tab.

The screenshot shows the 'back to work' tab for Leave 955 (SUSAN ZABALA). The form includes the following fields and options:

- Physician ID:** [Text input field]
- Expected Return to Work Date:** 07/17/2012
- Allowed Return to Work Date:** [Text input field]
- Actual Return to Work Date:** [Text input field]
- RTW Authorization Rec'd Date:** [Text input field]
- Other HR Form Rec'd Date:** [Text input field]
- Fitness-For-Duty Restrictions:** [Text area]
- Fitness-For-Duty Comments:** [Text area]
- ☐ Check here to **close** the leave to further modification or processing
- Reason for Closure: Select Below
- ☐ The last planned absence date is **07/16/2012**.
- Check to cancel anything on or after the actual return to work date.
- SUBMIT** button

Figure 72

- 3.) Enter the appropriate information into the fields (see Figure 72).



Important

The allowed return to work date is required to close a leave. The RTW Authorization Rec'd date is also required to close a leave if the leave is for the employee's own serious health condition or pregnancy.



Note

Actual RTW Date is a reportable field from this screen.

- 4.) Check the box next to "Check here if you would like to close to further modification or processing."
- 5.) Select the reason for closure from the dropdown menu (see Table 2 for closure reasons).



Important

Do not close any leaves that are pending.

- 6.) Click **SUBMIT**.

Reasons for Closure
Conditional Assignment Agreement
Deceased
Discharged
Medical Release
No Reason Given
Out of Service
Resign
Retire
Return to Continuous Leave
Return to Work – Regular/Full-Time
Work Hardening Transitional Assignment

Table 2

Reports

LeaveLink® provides six different types of reports: details, summaries, trends, lists, audit, and analysis. Reports can be generated in the web browser or exported to Microsoft Excel. Many of the reports contain filter options that allow you to customize the report and create multiple, different reports from the same screen.

To generate a report:

- 1.) Click the **reports** tab at the top of any screen.
- 2.) Click the appropriate tab: **details**, **summaries**, **trends**, **lists**, **audit**, or **analysis**.

Figure 73 shows the 'reports' section of the County of Los Angeles Absence Management System. The interface includes a sidebar with navigation options: 'recent employees' (listing Teresa Zabala, Cecelia Cooper, Bruce Jackson, Andrea Jackson, Susan Zabala, and Ian Bentley), 'batch printing', 'system configuration', and 'physician search'. The main area is titled 'Please select from the Report Library below.' and features tabs for 'details', 'summaries', 'trends', 'lists', 'audit', and 'analysis'. The 'Current View' is set to 'Detail Reports'. A table lists various reports, each with a 'View In' option (Web Browser or MS Excel) and a 'Generate' button labeled 'CREATE'.

Description	View In	Generate
Standard Client Leave Report	<input checked="" type="radio"/> Web Browser <input type="radio"/> MS Excel	CREATE
Open Leaves Plus Activity Report	<input checked="" type="radio"/> Web Browser <input type="radio"/> MS Excel	CREATE
Detailed Absence Report	<input checked="" type="radio"/> Web Browser <input type="radio"/> MS Excel	CREATE
Employee Profile Report	<input checked="" type="radio"/> Web Browser <input type="radio"/> MS Excel	CREATE
Leave Activity (Audit) Report	HTML Web Browser Summary	CREATE
Incidence Summary Report	HTML Web Browser Summary	CREATE
Absence Intake Listing Report	HTML Web Browser Summary	CREATE
Eligible Employee Count Report	HTML Web Browser Summary	CREATE

Figure 73

- 3.) Next to the report you wish to run, select either "Web Browser" or "MS Excel" (see Figure 73).
 - a. If you select Web Browser, Excel will open within the browser instead of within a separate application on your computer.
 - b. If you select MS Excel, the data will be populated into a new file on your Excel application. Your computer should prompt you to either open it or save it.



Important Always click save to store your data in MS Excel.

- 4.) Click **Create**.
- 5.) Enter the Report Parameters that you would like to view.



Note

If the report parameters ask for an employee number or leave number, you must use the search icon (🔍) to locate this number.

- 6.) Click **SUBMIT**.

Following is a description of some of the reports.

Details Reports

- Client Leave Report – This report lists all leaves with absences in the specified timeframe, the policy coverage for the leave, and important dates associated with the leave, such as when it was approved.
- Open Leaves Plus Activity Report – This report lists all of the open leaves that had activity, such as a modification or certification, in the timeframe specified.
- Detailed Absence Report – This report lists all absences for each employee in the selected report grouping and totals the time taken for each policy.
- Individual Employee Absence Report – This report summarizes the employee's leave and absence history and also graphs the employee's absences by day of the week.
- Employee Case Management Report – This report shows all the leave notes associated with an employee's injury date.
- Leave Activity (Audit) Report - This report is a printable version of the audit trail for a specified leave. It lists every action that has occurred within the system for the leave.
- Leave Management Report – This report shows the most recent interaction type and note in the reporting period.
- Long Term Leave Detail Report – This report shows all employees that have been out on leave for longer than six months as of the reporting period month.

Summary Reports

- Open Leave / RTW Summary – This report shows all open leaves with a last day of absence, planned or actual return to work date during the date range.
- Absence Totals by Location – This report shows each report grouping, the number of employees in it and the number of approved, pending, denied and total leaves.
- Leave Duration Report – This report lists the important date ranges, such as the requested date range, the approved date range, and the certified date range, for all leaves with absences during the specified timeframe.
- Leave Denial Report – This report provides a summary of all denied leaves including the denial reason.
- Long Term Leave Summary Report – This report shows the number of employees on leave for greater than six months as of the reporting period month and the month prior to the reporting period month.

Trend Reports

- Demographic Breakdown Report – This report shows the reasons why leave has been taken and the percentage taken by age group and gender.
- Day of Week Analysis – This report graphs the workforce's absences by day of the week.
- Reason for Leave Analysis – This report shows the number of leaves/absences taken for each reason.
- Absences by Month Breakdown – This report shows the number of absences that occurred in each month specified in the timeframe.
- Physician Analysis – This report lists the physicians who have submitted medical certification forms, the number they have approved or denied, their first cert, last cert, the average they certify per month and the number of chronic conditions certified.
- Medical Certification / Documentation (Timeframe) Analysis – This report shows each medical certification requested, the date it was due and returned. It calculates the

timeframe for each med cert to be returned and an average timeframe. It also lists the average timeframe by administrator.

List Reports

- Reason Codes – This report list all the reason codes in the system.
- Employer-Specified Policies – This report lists all policies for that employer (this does not include government mandate policies such as FMLA and CFRA).
- Report Groupings (and Locations) – This report lists all report groupings in the system.
- Supervisors – This report lists all supervisors in the system.
- Pay Periods – This report lists all pay periods in the system.

Audit Reports

- List of All Open Leaves – This report lists all of the open leaves in LeaveLink®.
- Exception Report – This report lists all leaves in the specified timeframe with past due documentation.
- Overdue Task Report – This report lists all tasks that are overdue.
- Task List Activity Report – This report lists each administrator, the number of tasks he/she has completed during the specified timeframe, the number of tasks he/she has that are overdue, and the number of tasks he/she currently has in the future.
- Pending-Closed Leaves Report – This report lists all leaves that are still pending but have been erroneously closed.
- Quarterly Audit Report – This reports lists all the leaves in the system for the timeframe specified, the status of each of these leaves, and key dates, such as when correspondence was generated and when the certification was received, for each.
- Request Date Difference Report – This report shows all leaves with an entry date that occurred during the reporting period and request dates that differ from the entry date.
- Long Term Leave Audit Report – This report shows details for continuous leaves that might be longer than six (6) months in duration if the leave had been extended into the current report month.
- List of All Users in AMS – This report shows AMS users assigned to a specific department.
- MLOA Exception Report – This report identifies MLOA leaves that were entered with no previous leaves for OWN in order to ensure that the eligibility and entitlement determinations for FMLA/CFRA were conducted.
- Eligibility Overturned for FMLA/CFRA – This report shows a list of leaves where FMLA and/or CFRA was overturned.
- Exhausted FMLA/CFRA – This report shows a list of leaves where FMLA and/or CFRA exhausted.
- Intermittent Leaves Not Reconciled – This report shows the number of intermittent absences ready to be reconciled by exception type.

Analysis Reports

- Absence Rate & Deviation Analysis – This report identifies employees whose absence rate is above normal as compared to the other employees in the company.
- Employee Absence Analysis – This report analyzes a single employee to determine how his/her absence pattern compares to the company's overall pattern.

- Overall Absence Percentages – This report identifies employees that exceed a specific percent (as selected by the user) of days.
- “Seasonal” Absence Pattern Analysis – This report identifies employees who have taken an above average amount of absences per quarter as compared to the other employees in the company.
- Weekday Absence Pattern Analysis -- This report identifies employees who have taken an above average amount of absences per week as compared to the other employees in the company.

Reviewing Intermittent Hours

The Intermittent Hours Review button allows you to view and reconcile intermittent leave hours imported from the County payroll system that conflicts with leave information in LeaveLink® and need to be applied to the employee’s FMLA intermittent record. The records on the Intermittent Hours Review mean absence information was imported into LeaveLink® that does not match the leave information that is already in LeaveLink®. You can access the Intermittent Hours Review button on the left side of your screen.

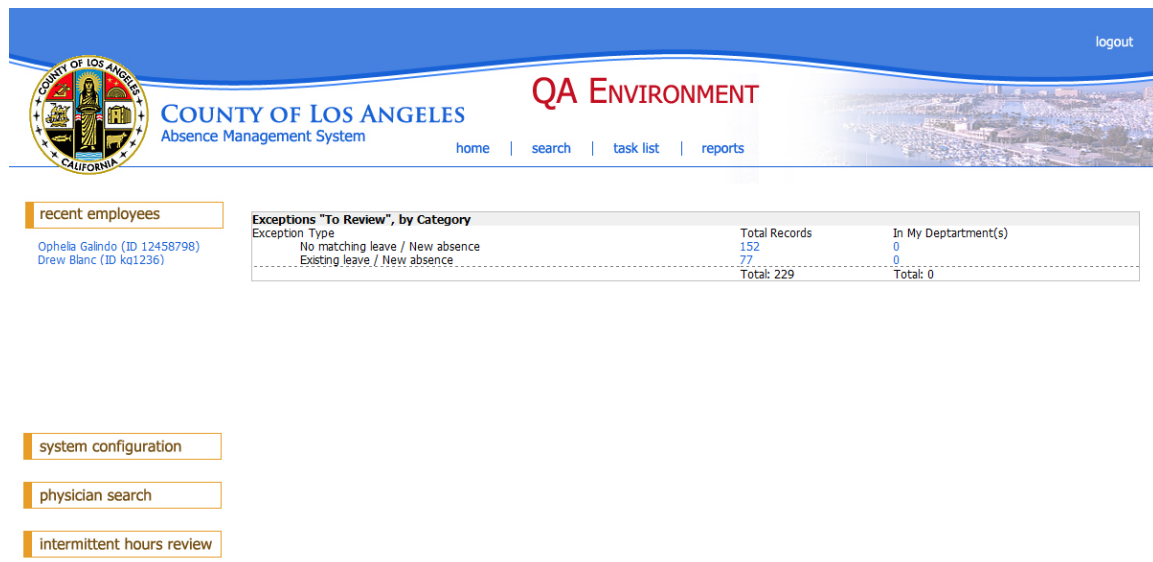


Figure 74

What is an exception?

When the information from the County payroll import does not match what is in LeaveLink®, it is referred to as an “exception.” The exceptions are placed on a list under Intermittent Hours Review. Exceptions are grouped together in categories; an example of a category is “No matching leave/New absence.” See Table 3 for a description of what each means.

Exception Type	What this means
No matching leave/ New Absence	Received absence hours, but employee does not have a leave for that reason in LeaveLink®. For example, the FMLA hours imported are for the employee’s own serious illness, but the AMS shows no

	leave or shows a leave for another reason.
Existing leave/ New absence	Received absence hours and the employee has a leave for the same reason; however, this absence date does not already exist on the leave.
Conflicting Absences – Partial Day	Received absence hours and the employee has a leave for the same reason and day; however, the hours in LeaveLink reflect a continuous leave.

Table 3

How to process an exception

- 1.) Click the **intermittent hours review** button.
- 2.) A screen will appear (see Figure 74) listing the different exception types and the corresponding number of exceptions for your department. Click the number for the corresponding exception type you would like to view.
- 3.) A screen will appear listing the individual records for that exception type (see Figure 75). The list is grouped by employee.

County of Los Angeles Absence Management System

QA ENVIRONMENT

home | search | task list | reports

recent employees

Ophela Galindo (ID 12458798)

system configuration

physician search

intermittent hours review

Exceptions "To Review", by Category

Exception Type	Total Records	In My Department(s)
No matching leave / New absence	146	0
Existing leave / New absence	77	0
Total:	223	0

No matching leave / New absence

Display Records: Individually || Multiple

Displaying 146 of 146 records

Employee Name	EE ID	Dept	Paycode	Absence Date	Notes	Action	Done
IRENE I			151: FMLA Intermittent Own Illness	07/24/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/25/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/26/2012, 3 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/27/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/30/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/16/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/17/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/18/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/19/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/20/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/23/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>

Figure 75

Depending on the exception type, there will be different options for processing it.

Processing "No matching leave/New absence"

There are two ways to work the exceptions for "No matching leave/New absence." You may work with each individual absence by clicking on the "Individually" link next to Display Records. Or you

may work on multiple absences for the same employee at one time by clicking on the “Multiple” link next to Display Records.

To process the absences individually,

- 4.) Click **Individually** next to Display Records (see Figure 76). The screen will list each individual exception record (see Figure 76). The employee name, employee id, department, paycode (received from the County payroll import), and absence date and hours (received from the County payroll import) will appear for each exception. You can also use the **Filter by Location** drop down to search for exceptions related to specific Pay Locations.

recent employees

Ophelia Galindo (ID 12458798)

system configuration

physician search

intermittent hours review

County of Los Angeles
Absence Management System

QA ENVIRONMENT

home | search | task list | reports

logout

Exceptions "To Review", by Category

Exception Type	Total Records	In My Department(s)
No matching leave / New absence	146	0
Existing leave / New absence	77	0
Total:	223	Total: 0

No matching leave / New absence
Display Records: [Individually](#) || [Multiple](#) Displaying 146 of 146 records

Employee Name	EE ID	Dept.	Paycode	Absence Date	Notes	Action	Done
IRENE I			151: FMLA Intermittent Own Illness	07/24/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/25/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/26/2012, 3 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/27/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
IRENE I			151: FMLA Intermittent Own Illness	07/30/2012, 2 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/16/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/17/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/18/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/19/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/20/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>
YAN			157: FMLA Intermittent Bonding - Newborn	07/23/2012, 8 Hours	Create New: Please Select...	▼	Check Open Leaves <input type="checkbox"/>

Figure 76

- 5.) You can check to see if the employee has any open leaves by clicking **Check Open Leaves**. A pop-up will appear listing the leaves (see Figure 77), if any, for the employee. If an open leave exists and matches the Department pay code, you should assign this absence to the matching open leave.

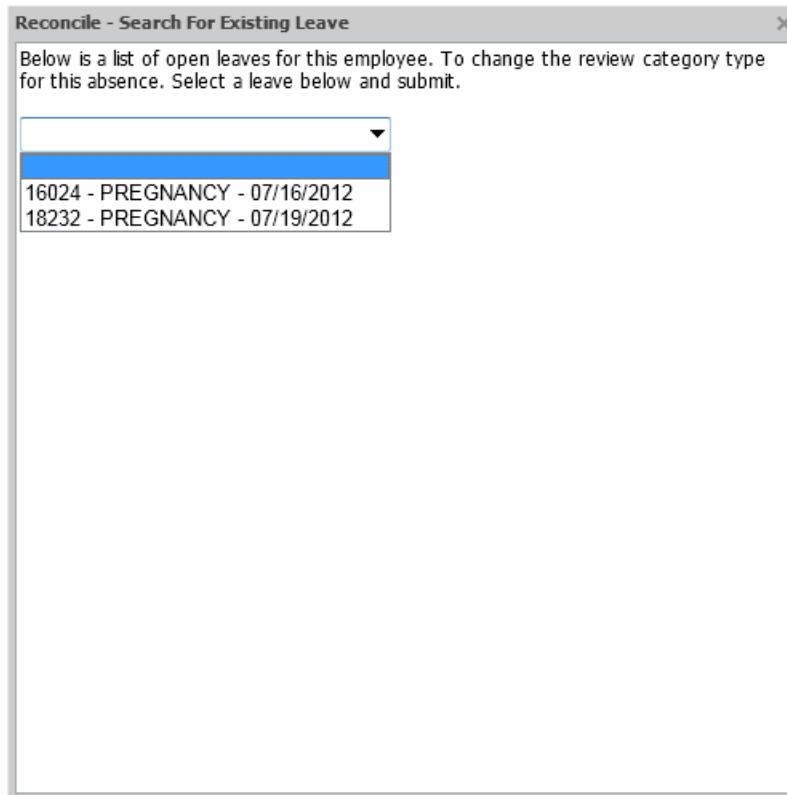


Figure 77

- a.) Select the leave from the dropdown.
 - b.) Click **Submit**. This absence has now been associated with the open leave and moved to the “Existing leave/ New absence” exception. You will need to process it under the “Existing leave/New absence” category for it to be added to the leave.
- 6.) If you find there is no matching open leave, create a new leave by selecting the reason for leave from the “Create New:” dropdown menu. This will take you to the new leave request screen. The absence that you selected will appear as an intermittent absence under the “Current Plan” at the bottom of the screen. Continue processing the leave request as usual.



Note Only the one absence (from the exception record) will be added to the leave.

- 7.) If you already applied the intermittent hours to the open leave and would like to remove it from the screen, select the “Done” checkbox for it and click the **Submit Completions** button at the bottom of the screen.

To process multiple absences for an employee at one time,

- 4.) Click **Multiple** next to Display Records (see Figure 76). The screen will group the absences in a block for each employee (see Figure 78). The employee name, employee id, department, paycode (received from the County payroll import), and absence date and

hours (received from County payroll import) will appear for each exception. The leave number, if one exists, will appear below the employee's group of absences.

recent employees
Ophelia Galindo (ID 12458798)

system configuration

physician search

intermittent hours review

Exceptions "To Review", by Category

Exception Type	Total Records	In My Department(s)
No matching leave / New absence	146	0
Existing leave / New absence	77	0
Total: 223		Total: 0

No matching leave / New absence
Display Records: [Individually](#) || [Multiple](#) Displaying 146 of 146 records

Employee Name	EE ID	Dept.	Paycode	Absence Date	Include
IRENE I -			151: FMLA Intermittent Own Illness	07/24/2012, 2 Hours	<input type="checkbox"/>
IRENE I -			151: FMLA Intermittent Own Illness	07/25/2012, 2 Hours	<input type="checkbox"/>
IRENE I -			151: FMLA Intermittent Own Illness	07/26/2012, 3 Hours	<input type="checkbox"/>
IRENE I -			151: FMLA Intermittent Own Illness	07/27/2012, 2 Hours	<input type="checkbox"/>
IRENE I -			151: FMLA Intermittent Own Illness	07/30/2012, 2 Hours	<input type="checkbox"/>
Leave No: New leave					SUBMIT
YAN -			157: FMLA Intermittent Bonding - Newborn	07/16/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/17/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/18/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/19/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/20/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/23/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/24/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/25/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/26/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/27/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/30/2012, 8 Hours	<input type="checkbox"/>
YAN -			157: FMLA Intermittent Bonding - Newborn	07/31/2012, 8 Hours	<input type="checkbox"/>
Leave No: New leave					SUBMIT

Figure 78

- 5.) To enter a leave and multiple absences to the leave, select the checkbox in the **Include** column for each of an employee's absences that you would like to include in the new leave request process.



Note

To select all of the absences for that employee, select the checkbox in the **Include** column associated with the "Select All" row for the block of absences you would like to include in the new leave request process.

- 6.) Click the **Submit** button directly below the block of absences. This will take you to the new leave request screen. The absences that you selected will appear as intermittent absences under the "Current Plan" at the bottom of the screen. Continue processing the leave request as usual.



Note

You can add only 10 absences at one time to the leave.

Processing "Existing leave/ New absence"

There are two ways to work the exceptions for "Existing leave/ New absence." You may work with each individual absence by clicking "Individually" link next to Display Records. Or you may work on multiple absences for the same employee at one time by clicking "Multiple" link next to Display Records.

To process the absences individually,

- 4.) Click **Individually** next to Display Records (see Figure 79). The screen will list each individual exception record (see Figure 79). The employee name, employee id, department, paycode (received from the County payroll import), and absence date and hours (received from County payroll import) will appear for each exception.

recent employees

system configuration

physician search

intermittent hours review

Exceptions "To Review", by Category

Exception Type	Total Records	In My Department(s)
No matching leave / New absence	146	0
Existing leave / New absence	76	0
Total:	222	0

Existing leave / New absence
Display Records: Individually || Multiple

Displaying 76 of 76 records

Employee Name	EE ID	Dept. Paycode	Absence Date	Notes	Action	Done
MARCUS E		151: FMLA Intermittent Own Illness	07/26/2012, 8 Hours	Leave: 14805	Add To Existing New Leave	<input type="checkbox"/>
MARCUS E		151: FMLA Intermittent Own Illness	07/30/2012, 8 Hours	Leave: 14805	Add To Existing New Leave	<input type="checkbox"/>
VALENCIA E		155: FMLA Intermittent Care of Spouse	07/02/2012, 8 Hours	Leave: 38	Add To Existing New Leave	<input type="checkbox"/>
VALENCIA E		155: FMLA Intermittent Care of Spouse	07/03/2012, 8 Hours	Leave: 38	Add To Existing New Leave	<input type="checkbox"/>
VALENCIA E		155: FMLA Intermittent Care of Spouse	07/05/2012, 8 Hours	Leave: 38	Add To Existing New Leave	<input type="checkbox"/>
VALENCIA E		155: FMLA Intermittent Care of Spouse	07/06/2012, 8 Hours	Leave: 38	Add To Existing New Leave	<input type="checkbox"/>
VALENCIA E		155: FMLA Intermittent Care of Spouse	07/26/2012, 8 Hours	Leave: 38	Add To Existing New Leave	<input type="checkbox"/>
VALENCIA E		155: FMLA Intermittent Care of Spouse	07/26/2012, 8 Hours	Leave: 38	Add To Existing New Leave	<input type="checkbox"/>
OTILIA M		153: FMLA Intermittent Care of Child	07/17/2012, 1 Hours	Leave: 9775	Add To Existing New Leave	<input type="checkbox"/>
GRACIELA O		151: FMLA Intermittent Own Illness	07/17/2012, 1 Hours	Leave: 11321	Add To Existing New Leave	<input type="checkbox"/>
GRACIELA O		151: FMLA Intermittent Own Illness	07/23/2012, 1 Hours	Leave: 11321	Add To Existing New Leave	<input type="checkbox"/>
GRACIELA O		151: FMLA Intermittent Own Illness	07/25/2012, 1 Hours	Leave: 11321	Add To Existing New Leave	<input type="checkbox"/>
ROBERT		151: FMLA Intermittent Own Illness	07/27/2012, 1.75 Hours	Leave: 13240	Add To Existing New Leave	<input type="checkbox"/>
WILLIAM R		154: FMLA Intermittent Care of Parent	07/02/2012, 4 Hours	Leave: 8531	Add To Existing New Leave	<input type="checkbox"/>
WILLIAM R		154: FMLA Intermittent Care of Parent	07/03/2012, 8 Hours	Leave: 8531	Add To Existing New Leave	<input type="checkbox"/>

Figure 79

- 5.) The notes display the leave number the exception has been matched to in LeaveLink®. You may add the absence to this leave by clicking **Add to Existing**. This will take you to the "Add a single absence to this leave" option on the Modify menu. Continue adding the absences as usual.



Note Only the one absence (from the exception record) will be added to the leave.

Or

- 5.) You may add the absence to a new leave request by clicking **New Leave**. The absence that you selected will appear as an intermittent absence under the "Current Plan" at the bottom of the screen. Continue processing the leave request as usual.



Note Only the one absence (from the exception record) will be added to the leave.

- 6.) If you already applied the intermittent hours to the open leave and would like to remove it from the screen, select the "Done" checkbox for it and click the **Submit Completions** button at the bottom of the screen.

To process multiple absences for an employee at one time,

- 4.) Click **Multiple** next to Display Records (see Figure 79). The screen will group the absences in a block for each employee (see Figure 80). The employee name, employee id, department, paycode (received from the County payroll import), and absence date and hours (received from County payroll import) will appear for each exception.

The screenshot shows the 'QA ENVIRONMENT' interface for the County of Los Angeles Absence Management System. On the left, there are navigation links: 'recent employees', 'system configuration', 'physician search', and 'intermittent hours review'. The main content area is titled 'Exceptions "To Review", by Category'. It includes a summary table and a detailed list of exceptions.

Exception Type	Total Records	In My Department(s)
No matching leave / New absence	93	0
Existing leave / New absence	68	0
Total:	161	0

Existing leave / New absence
Display Records: Individually || **Multiple** (selected) Displaying 68 of 68 records

Employee Name	EE ID	Dept.	Paycode	Absence Date	Include
IRENE I - 19130		CD	151: FMLA Intermittent Own Illness	Select All	<input type="checkbox"/>
IRENE I - 19130		CD	151: FMLA Intermittent Own Illness	07/20/2012, 8 Hours	<input type="checkbox"/>
IRENE I - 19130		CD	151: FMLA Intermittent Own Illness	07/23/2012, 2.5 Hours	<input type="checkbox"/>
Leave No: 19130 SUBMIT					
MARCUS E - 14805		CD	151: FMLA Intermittent Own Illness	Select All	<input type="checkbox"/>
MARCUS E - 14805		CD	151: FMLA Intermittent Own Illness	07/30/2012, 8 Hours	<input type="checkbox"/>
Leave No: 14805 SUBMIT					
VALENCIA E - 38		HM	155: FMLA Intermittent Care of Spouse	Select All	<input type="checkbox"/>
VALENCIA E - 38		HM	155: FMLA Intermittent Care of Spouse	07/03/2012, 8 Hours	<input type="checkbox"/>
VALENCIA E - 38		HM	155: FMLA Intermittent Care of Spouse	07/05/2012, 8 Hours	<input type="checkbox"/>
VALENCIA E - 38		HM	155: FMLA Intermittent Care of Spouse	07/06/2012, 8 Hours	<input type="checkbox"/>
Leave No: 38 SUBMIT					

Figure 80

- 5.) The leave number displayed below the block shows the leave number the exceptions have been matched to in LeaveLink. To add multiple absences to the leave, select the checkbox in the **Include** column for each of an employee's absences that you would like to include in the new leave request process. This will take you to the "Add a single absence to this leave" option on the Modify menu. Continue adding the absences as usual.



Note

To select all of the absences for that employee, select the checkbox in the **Include** column associated with the "Select All" row for the block of absences you would like to add to the leave.



Note

You can add only 10 absences at one time to the leave. If there are more than 10 absences, anything beyond the 10th absence will remain on the intermittent hours review screen.

Processing "Conflicting Absence – Partial Day"

Exceptions for "Conflicting Absence – Partial Day" must be processed individually. The screen will list each individual exception record (see Figure 79). The employee name, employee id, department, paycode (received from the County payroll import), and absence date and hours

(received from County payroll import) will appear for each exception.



The screenshot shows the County of Los Angeles Absence Management System interface. The header includes the County of Los Angeles logo, the title "COUNTY OF LOS ANGELES Absence Management System", and navigation links: home, search, task list, reports, and a logout button. On the left, there are links for "recent employees" (listing KIMBERLY Ophelia Galindo) and "system configuration", "physician search", and "intermittent hours review". The main content area is titled "Exceptions 'To Review', by Category". It contains two tables. The first table, "Exceptions 'To Review', by Category", shows counts for different exception types. The second table, "Conflicting Absences - Partial Day", lists specific exceptions for employees KIMBERLY C and RUBY, including their department, paycode, absence date, and notes. A "Submit Completions" button is at the bottom right of the table.

Exceptions "To Review", by Category		Total Records	In My Department(s)
Exception Type			
No matching leave / New absence		1378	0
Conflicting Absences - Partial Day		2	0
Existing leave / New absence		187	0
Total: 1567			Total: 0

Conflicting Absences - Partial Day						Displaying 2 of 2 records	
Employee Name	EE ID	Dept.	Paycode	Absence Date	Notes	Action	Done
KIMBERLY C		151: FMLA Intermittent Own Illness		09/10/2012, 10 Hours	On Leave: 15769	Go To Leave	<input type="checkbox"/>
RUBY		151: FMLA Intermittent Own Illness		09/11/2012, 1 Hours	On Leave: 8996	Go To Leave	<input type="checkbox"/>

[Submit Completions](#)

Figure 81

The notes display the leave number the exception has been matched to in LeaveLink®. Click **go to leave** to review the existing absence hours in LeaveLink. This will take you to the Absences tab for the leave. From here, you will either need to cancel the existing absence or adjust the hours missed by clicking on the absence date.

Once you corrected the absence hours in LeaveLink and would like to remove the exception record from the Intermittent Hours Reviewed screen, select the "Done" checkbox for the record and click the **Submit Completions** button at the bottom of the screen.

Frequently Asked Questions (FAQs)

FAQs Covered:
<i>I've forgotten my username. How do I retrieve it?</i>
<i>I've forgotten my password. How do I reset it?</i>
<i>What should I do if I receive a runtime error?</i>
<i>How do I enter an open historic leave?</i>
<i>An employee is erroneously showing as ineligible for one or more policies in LeaveLink. How do I make them eligible for the policies?</i>
<i>The medical certification dates cover more than the absence dates. Why didn't the absence dates update when I entered the certification dates?</i>
<i>The disability period on the pregnancy leave I entered is longer than six weeks. How do I apply PDL to additional absences and remove CFRA?</i>
<i>How do I enter a leave with absences that overlap an existing leave?</i>
<i>What is "personal protected leave?"</i>
<i>The letters are not generating for me. Why is this happening?</i>
<i>How do I identify which letter a "print and mail correspondence" task is for?</i>
<i>I don't see a URL at the bottom of my screen when hovering over correspondence. How do I enable this?</i>

I've forgotten my username. How do I retrieve it?

If you have forgotten your username, you will need to click the **Forgot Username?** link located below the login fields on the login screen (see Figure 82).



Note

You must have previously logged into LeaveLink and setup a security question and answer to use this option.



Note

Your username is 'e' or 'c' + employee number. For example: e123456 or c123456.

Figure 82

- 1.) Click the **Forgot Username?** link. This will prompt you to enter your first and last names and employee id (see Figure 83). All three fields are required to proceed. Click **Submit**.

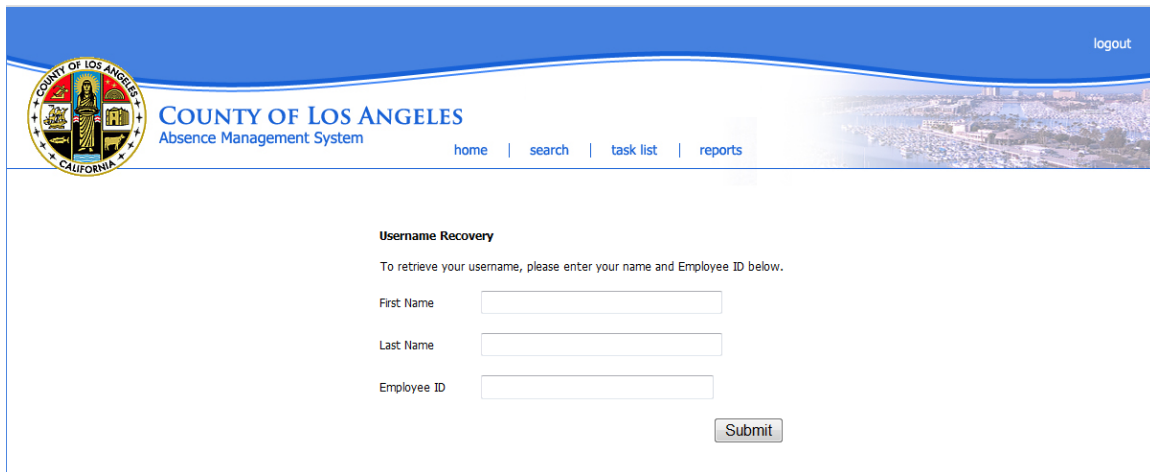


Figure 83

- 2.) Next, you will need to answer the security question you previously set up when logging into LeaveLink (see Figure 84). Click **Submit**.

**Important**

You will need to enter the exact answer you entered when you selected your security question.




Figure 84

- 3.) Your username will be displayed.

I've forgotten my password. How do I reset it?

If you have forgotten your password after you changed it from the default setting of "password," you will need to click the **Forgot Password?** link located below the login fields on the login screen (see Figure 85).

**Note**

You must have previously logged into LeaveLink and setup a security question and answer to use this option.



Note

If this is the first time you are logging into LeaveLink, your temporary password was emailed to you by AMS Support. If you do not have your temporary password, you will need to email AMS Support for assistance at amssupport@hr.lacounty.gov

Figure 85

- 1.) Click the **Forgot password?** link.
- 2.) Enter your username in the field (see Figure 86). Click **Submit**.

Figure 86

- 3.) Next, you will need to answer the security question you previously set up when logging into LeaveLink (see Figure 87). Click **Submit**.



Important

You will need to enter the exact answer you entered when you selected your security question.



Figure 87

- 4.) You will receive a temporary password sent to your registered email address on file. Follow the instructions included in this email to reset your password.



Note You will be prompted to change your password the first time you login after having reset it.

What should I do if I receive a runtime error?

If you receive an error message saying that a Runtime Error has occurred, and it asks if you would like to debug (see Figure 88), you will need to change a setting in Microsoft Internet Explorer to use LeaveLink.

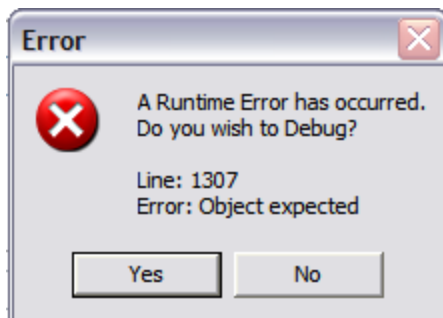


Figure 88

To change the setting,

- 1.) On the Internet Explorer menu, select **Tools**.
- 2.) On the Tools menu, click on **Internet Option** (see Figure 89). The Internet Options box will appear.

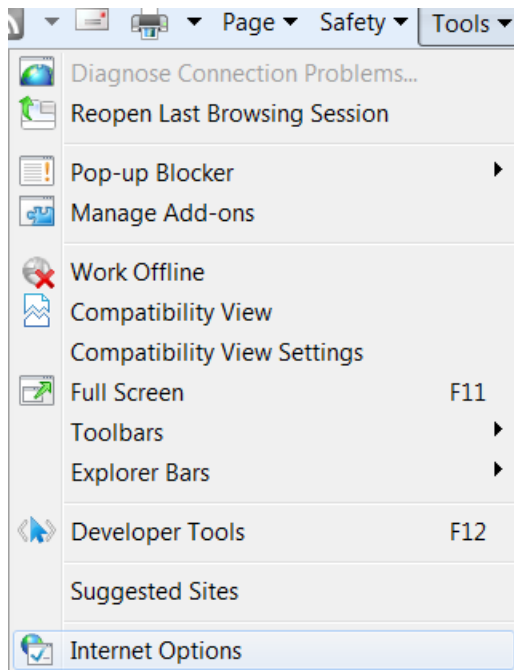


Figure 89

- 3.) Click the **Advanced** tab in the Internet Options box.
- 4.) Make sure both “Disable Script Debugging (Internet Explorer)” and “Disable Script Debugging (Other)” have checks next to them (see Figure 90). If they do not, click in the checkbox next to them to check them.

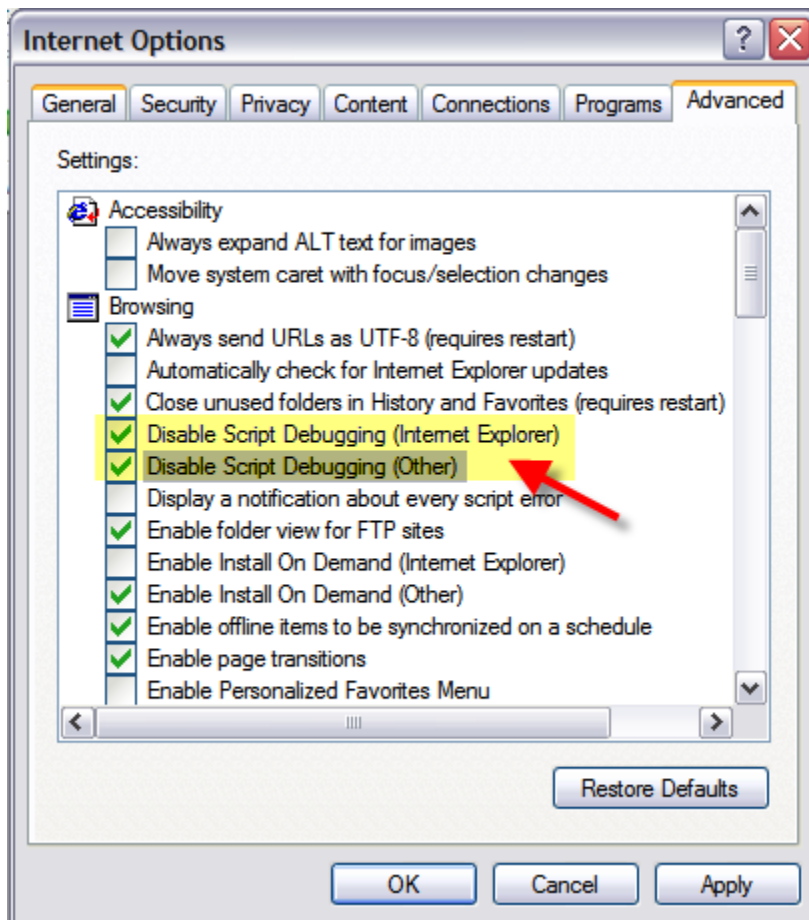


Figure 90

- 5.) Click the **Apply** button.
- 6.) Close the Internet Options box.
- 7.) Close your web browser and open a new one.
- 8.) Enter www.leavelink.com into the address bar. You should no longer receive the Runtime Error message.

How do I enter an open historic leave?

If you need to enter a historic leave that is currently in progress or will need additional processing, please enter it as a new leave using the **NEW LEAVE** button on the employee profile screen. Leaves entered using the **HISTORIC** button will be entered as approved, closed leaves which cannot be modified or managed.

An employee is erroneously showing as ineligible for one or more policies in LeaveLink. How do I make them eligible for the policies?

LeaveLink receives employee employment information, such as hire date and hours worked, from eHR. If an employee is appearing as ineligible for one or more policies in LeaveLink *and* you have verified that he/she should actually be eligible, you may overturn the policy requirements and apply the policies to the leave during the eligibility review (see **Overturning Coverage**).

Once the leave has been entered, there is not a way to overturn the policy coverage. It will need to be cancelled and re-entered.

The medical certification dates cover more than the absence dates. Why didn't the absence dates update when I entered the certification dates?

Entering certification dates on the certification tab updates the approval status of absences. It will not extend the absence dates or cancel absences. To extend the absences to match the certification dates, you will need to click the **MODIFY** button on the absences tab and select the appropriate action; see the

Modifying a Leave section for more information on extending or canceling absences.

The disability period on the pregnancy leave I entered is longer than six weeks. How do I apply PDL to additional absences and remove CFRA?

LeaveLink uses six weeks after the delivery date as the default disability on a pregnancy leave when it is entered. There is not a way to change this while entering the leave. It may be changed once the leave has been entered by clicking the **MODIFY** button on the absences tab and selecting "Change the delivery date or the number of disability weeks for this leave." See the **Changing the Delivery Date or Disability Period for a Pregnancy Leave** section for more information on how to change the disability period.

How do I enter a leave with absences that overlap an existing leave?

If you enter a leave that has one or more absences that overlap with an existing leave for the employee, LeaveLink will flag this when you enter the leave. When entering the new leave, a screen will appear alerting you that there are absences that are duplicated on another leave (see Figure 91).

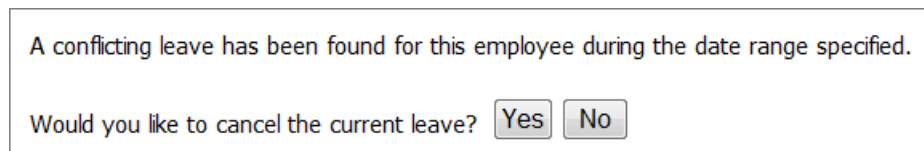


Figure 91

To continue entering the leave, click **No**. If you did not intend for there to be duplicate absences, click **Yes**; this will cancel the leave you are currently entering.

What is "personal protected leave?"

The leave reason "personal protected leave" refers to leaves for victims of domestic violence, which are covered by some states' statutes.

The letters are not generating for me. Why is this happening?

If you are experiencing problems generating the PDF version of the letters, please make sure that your computer has a minimum Adobe Acrobat Reader installed on it.

How do I identify which letter a “print and mail correspondence” task is for?

If you hover over the “Recreate PDF” link on the Correspondence tab, a URL will appear in the bottom left of your browser window. This URL contains a doc_id for that PDF (see Figure 92), which is the id that appears in the comments section of the task list (see Figure 93).

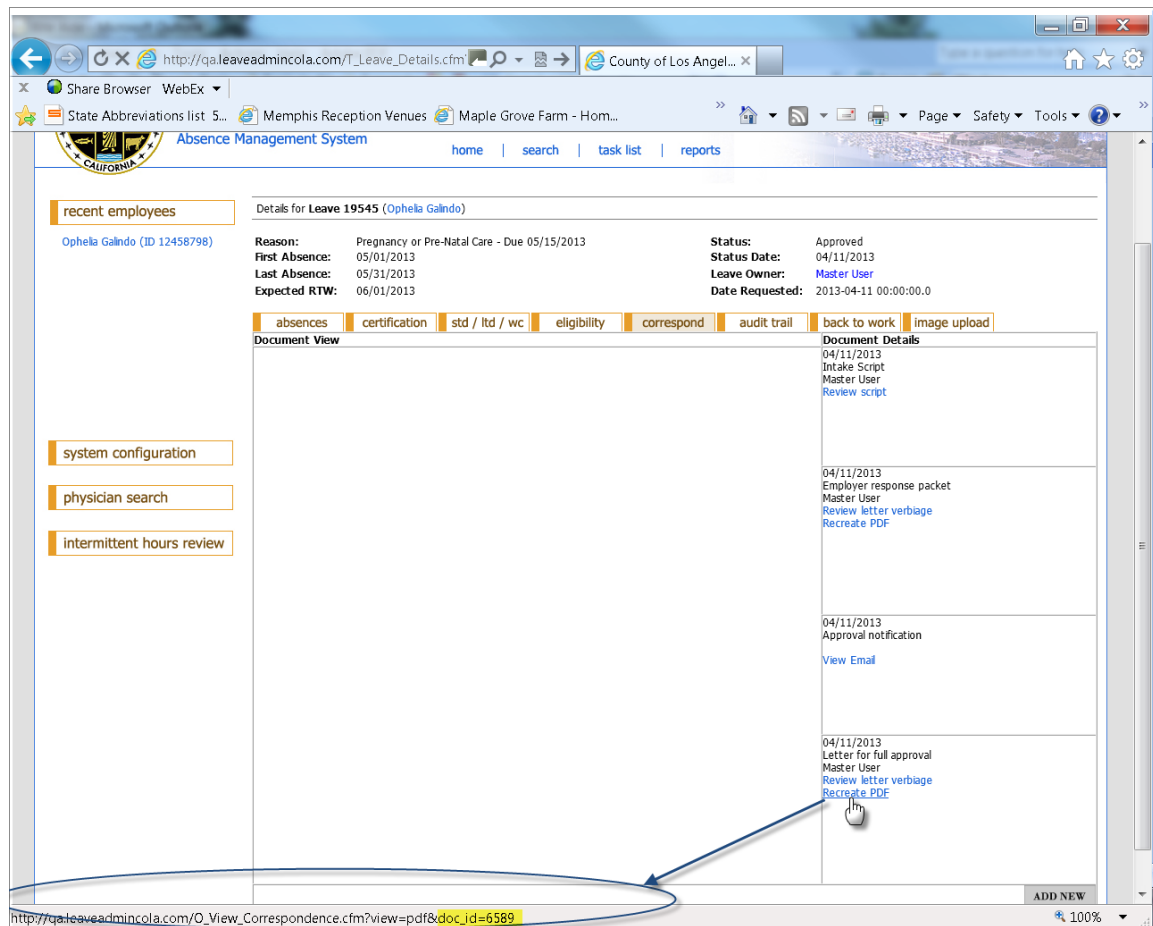


Figure 92

County of Los Angeles
Absence Management System

home | search | task list | reports

recent employees
Opheila Galindo (ID 12458798)

Details for Leave 19545 (Opheila Galindo)

Reason: Pregnancy or Pre-Natal Care - Due 05/15/2013
First Absence: 05/01/2013
Last Absence: 05/31/2013
Expected RTW: 06/01/2013

Status: Approved
Status Date: 04/11/2013
Leave Owner: Master User
Date Requested: 2013-04-11 00:00:00.0

absences | certification | std / ltd / wc | eligibility | correspond | audit trail | back to work | image upload

Date	Action Type	Audit Trail	Action By
04/11/2013 4:25 PM	New Plan for Absences	Initial intake process completed	Master User
04/11/2013 4:25 PM	Original Eligibility Review	Initial eligibility calculations completed	Master User
04/11/2013 4:25 PM	New Leave Created	Entitlement calculated and coverage records finalized	Master User
04/11/2013 4:25 PM	Intake Notes	None	Master User
04/11/2013 4:26 PM	Status Change	1st cert approves policies (0,1,4): 5/1/13 to 5/31/13	Master User
04/11/2013 4:30 PM	Original Eligibility Review	Initial eligibility calculations completed	Master User

Certification / Documentation Notes
First Opinion
User-Created Leave Notes

Interaction Notes

Date	Interaction Type	Contacted?	Notes	Administrator

Task List

Date	Original	Description	Comments	Administrator	Original	Complete?
04/11/2013	04/11/2013	Review new leave request	17640	Master User	Master User	04/11/2013
04/11/2013	04/11/2013	Print / mail correspondence	6588	Master User	Master User	
04/11/2013	04/11/2013	Print / mail correspondence	6589	Master User	Master User	
04/26/2013	04/11/2013	Leave documentation due		Master User	Master User	04/11/2013

REPORT **ADD NEW** **ADD NEW** **NEW TASK** **SUBMIT**

Figure 93

I don't see a URL at the bottom of my screen when hovering over correspondence. How do I enable this?

In IE 8, press the Alt and the V keys on your keyboard at the same time. This will cause the view menu to appear. From here, select the Status Bar.

In IE 9, press the Alt and the V keys on your keyboard at the same time. The will cause the View menu to appear. Select the Toolbars option, and then select the Status Bar option.

Appendix A – Reasons for Leave

The below table lists the various reasons for leave that are available in LeaveLink®. The “Description” column is how the reasons for leave are worded in the new leave request dropdown. The “Reason Code” is how they appear in the “Current Leave Entitlement” box on the Employee Profile screen. Please note that some Reason Codes are specific to certain departments.

Reason Code	Description	Used In Policy Types
4850_WC	4850 Leave	Employer-authorized,
5020	5020 Form	Employer-authorized,
ADA_LEAVE	ADA Leave	Employer-authorized,
ADMIN	Administrative LOA	Employer-authorized,
ADOPT	Adoption of a Child	Government-mandated,
AIRPATROL	Volunteering with Civil Air Patrol	Government-mandated,
CAA	Conditional Assignment Agreement	Employer-authorized,
CAA_ADMIN	Conditional Assignment Agreement / Admin Reassign	Employer-authorized,
CAA_SCDR	Conditional Assignment Agreement / SCDR	Employer-authorized,
CHILD	Child's Serious Health Condition	Government-mandated,
DONOR	Donation of Organs	Government-mandated,
EDUC	Education / Training Leave	Employer-authorized,
EMERG_RESPOND	Emergency Responder Duty	Government-mandated,
EMERG_TRAIN	Emergency / Rescue Training	Government-mandated,
FAMMIL_CHILD	Family Military – Exigency (Child)	Government-mandated,
FAMMIL_IS	Family Military – Caregiver leave	Government-mandated,
FAMMIL_IS_VET	Family Military – Caregiver leave (Veteran)	Government-mandated,
FAMMIL_PARENT	Family Military – Exigency (Parent)	Government-mandated,
FAMMIL_SPOUSE	Family Military – Exigency (Spouse)	Government-mandated,
FIRE_TRAIN	Firefighter Training	Government-mandated,
FIREFIGHT_EMG	Firefighter / EMC Leave	Government-mandated,
FOSTER	Placement of a Child for Foster Care	Government-mandated,
MARROW	Donation of Bone Marrow	Government-mandated,
MIL_EXTEND	Extended Military Leave	Employer-authorized,
MIL_NG_ACTIVE	Military Active Duty – National Guard / USAF	Government-mandated,
MIL_NG_TRAIN	Military Training – National Guard / USAF	Government-mandated,
MIL_SDF_ACTIVE	Military Active Duty – State Defense	Government-mandated,
MIL_SDF_TRAIN	Military Training – State Defense	Government-mandated,
MILITARY	Military Leave	Employer-authorized,
MLOA	Medical Leave of Absence	Employer-authorized, Disability and/or Workers' Comp,
NEWBORN	Bonding With a Newborn Child	Government-mandated,
OWN	Own Serious Health Condition	Government-mandated, Disability and/or Workers' Comp,
PARENT	Parent's Serious Health Condition	Government-mandated,
PARTNER	Dom. Partner' Serious Health Condition	Government-mandated,
PERSONAL	Personal LOA	Employer-authorized,
PERSONAL_ASSIST_JURISD	Personal - Assisting Another Jurisdiction	Employer-authorized,
PERSONAL_BONDING	Personal LOA for Bonding	Employer-authorized,
PERSONAL_EXIGENCY	Personal LOA for Military Exigency	Employer-authorized,
PERSONAL_FAMILY	Personal LOA for Family Care	Employer-authorized,
PERSONAL_UNION	Personal - Employment by Labor Union	Employer-authorized,
PPL_OTHER	Personal Protected Leave	Government-mandated,
PREGNANCY	Pregnancy or Pre-Natal Care	Government-mandated, Disability and/or Workers' Comp,
SPOUSE	Spouse's Serious Health Condition	Government-mandated,
WHTA	Work Hardening Transitional Assign	Employer-authorized,

Table 4

Glossary of LeaveLink® Terminology

Calendar (tracking period): January 1st to December 31st, employer's fiscal year, or employee's anniversary date

Chronic Health Condition: Requires periodic visits for treatment by a health care provider, continues over an extended period of time, and may occur episodic (e.g., asthma, diabetes, epilepsy, etc.) rather than a continuing period of incapacity.

Closed Leave: A leave that is no longer active. In LeaveLink, there is a function to close the leave. Typically, a continuous leave should be closed when the employee returns to work. An intermittent leave should be closed after one year if it has not already been closed.

Continuous Leave: The employee will miss one or more full days in a row of work.

Eligibility: The employee meets the requirements of the policy.

Elimination Period: A period of time between the beginning of a disability and the date benefits (STD or LTD) begin.¹

Entitlement: The policies an employee has available and the time the employee has available (after being deemed eligible) under these policies.

Exceptions: Client absence or hours worked information received on a (file) feed that conflicts with information that is currently in LeaveLink.

Family Medical Leave Act of 1993 (FMLA): Federally mandated leave policy that provides 12 weeks of unpaid, job protected leave in a 12 month period.

Historic Leave: Leaves that occurred before implementing LeaveLink. If manually entered, enter only closed leaves.

Intermittent Leave: The employee will miss one or more partial days of work.

Long-term Disability (LTD): (1) A disability having a duration longer than a short-term disability, the exact duration being variable and a matter of reference; more commonly anything longer than six months. (2) A form of group disability insurance paying benefits for more than the customary 13 to 26 weeks; more commonly, benefits of five years' duration or more, but depending on terms of reference.²

Medical Certification (Med Cert): Form employee submits to healthcare provider for him/her to fill out. The form is then returned to the employer to establish that the employee has (or does not have) a serious health condition.

Paid Time Off (PTO): An employer-authorized policy that provides paid time away from work; typically used for vacation, personal time, personal illness, or time off to care for dependents.³

Pregnancy Leave: Includes both the disability portion of the woman's leave [absences before giving birth and up to 6 wks after birth (8 wks if she has a cesarean-section)] and the "care and bonding" portion of her leave. It is extremely rare that a female will take leave for only "Care and Bonding."

Reconcile: To correct exceptions so they no longer conflict with information that is already in LeaveLink.

Reduced Schedule: The employee temporarily needs his/her schedule changed, so that he/she works fewer hours per day or fewer days per week. The change will last for more than one week.

Report Groupings: Employee information such as office location, division, department, etc. When combined together, make a report grouping. Used to filter reports and apply policies.

Rolling Backwards: Looks back 12 months to count the amount of time taken and available.

¹ <http://www.insurance.wa.gov/consumers/glossary.asp#WWW>

² <http://www.insurance.wa.gov/consumers/glossary.asp#WWW>

³ http://www.shrm.org/hrtools/policies_published/CMS_005600.asp

Rolling Forwards: 12-month period sets a fixed year the first time an employee takes leave.

Serious Health Condition: An illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Short-term Disability (STD): Income replacement plan for employees unable to work due to an illness, pregnancy or injury⁴

Variables: Information in letters that changes, such as today's date. Not hard coded on letter; system fills it in with appropriate information.

Worker's Compensation (WC): Payments required by law to be made to an employee who is injured or disabled in connection with work.⁵

Timecard Coding

- FMLA/CFRA and PDL is an unpaid leave of absence. However, employees may use accrued time to receive pay concurrently with a protected leave.

Event Code:

- 078 – Leave with pay, with health benefits
 - Used to track FMLA, CFRA or PDL
- 076 – Leave without pay, with health benefits
 - Used to track FMLA, PDL, and CFRA for Maternal Bonding & Domestic Partner* leave reasons only
- 074 - CFRA leave only without pay, without health benefits
 - Used to track CFRA for all reasons* (except Maternal Bonding & Domestic Partner*)
 - *Contact DHR Countywide FMLA Coordinator when CFRA – Domestic Partner for exceptions

- In all cases, a Reason Code must be used with an Event Code:
 - 150 Continuous Leave
 - **160 Continuous Maternal Bonding**
 - 151 Intermittent Own Illness
 - 152 Intermittent Pregnancy
 - 153 Intermittent Care of Child
 - 154 Intermittent Care of Parent
 - 155 Intermittent Care of Spouse
 - 156 Intermittent Care of Domestic Partner
 - 157 Intermittent Bonding - Newborn
 - 158 Intermittent Bonding - Adoption
 - 159 Intermittent Bonding Foster Child
 - 161 Intermittent Military Caregiver Leave
 - 162 Intermittent Military Exigency
 - **163 Intermittent Maternal Bonding**

⁴ http://www.shrm.org/hrtools/policies/published/CMS_008034.asp#TopOfPage

⁵ workers' compensation. (n.d.). *The American Heritage® Dictionary of the English Language, Fourth Edition*. Retrieved October 30, 2006, from Dictionary.com website:
[http://dictionary.reference.com/browse/workers' compensation](http://dictionary.reference.com/browse/workers%27+compensation)

A

- absence, 44, 72
 - add, 67, 69–70
 - calendar, 17
 - cancel, 64–65
 - certified, 56
 - continuous, 23, 66
 - convert, 68–69, 68–69, 68–69
 - early, 77
 - extend leave, 66–67
 - date, 23, 70
 - day, 83
 - delete, 50
 - detail report, 83
 - details, 23
 - employee, 22, 24
 - extension, 66
 - graph, 83
 - history, 17, 23, 24, 83
 - imported, 10
 - information, 41, 45
 - intermittent, 23
 - modify, 45, 64–78
 - number, 23
 - per location report, 83
 - planned, 31–43, 62, 83
 - previous, 66
 - reduced schedule, 23, 68–69, 68–69, 68–69
 - extend leave, 67–68
 - report, 83
 - schedule, 50
 - status, 23, 60
 - tab, 45, 50, 64
 - All Absences, 24
 - time of, 33
 - type, 23, 45
 - uncancel, 78
- access level, 9, 20
- administrator, 12
 - all, 12
 - task assignment, 13, 14
- answer, 94, 96
- audit trail, 41
 - tab, 45, 47, 49, 74
- averaging process, 38, 39

C

- calendar, 32, 53, 58, 67, 70, 72, 77
 - of absences, 17, 22–24
 - pop-up, 32, 34
- California Family Rights Act (CFRA), 38, 84
- CFRA. *See* California Family Rights Act
- column
 - Complete, 41
 - description, 13
- communication, internal, 13–14
- correspondence, 17, 18, 30, 41–42, 48, 57, 58, 62, 63

- approve or deny, 56, 63
- create, 62
- do not generate, 58
- employee, 52
- packet, 41, 62
- print, 11, 41, 48, 56, 58
- tab, 45, 48
- coverage
 - breakdown, 41
 - overturn, 38–39
- cumulative totals, 38

D

- date, 13
 - actual RTW, 50
 - allowed RTW, 50
 - appointment, 57
 - certification, 55
 - change delivery, 71–72
 - completion, 49
 - default, 29
 - delivery, 32
 - due, 12, 49
 - expected, 32
 - extend, 52, 58–59, 66
 - entitlement, 72–74
 - exhaustion, 72–74
 - hire, 18
 - insurance, 36
 - last worked, 36
 - leave, 56
 - Leave Date tab, 24
 - medical certification, 52, 53, 56, 60
 - original request, 32
 - receive, 45
 - requested leave, 44, 55
 - reset, 73
 - return certification, 58
 - return to work (RTW), 9, 32, 80, 83
 - start, 29
 - status, 44
 - task, 14
 - termination, 18
- days, business vs. calendar, 42–43
- default schedule, 37
- documentation
 - due, 11
 - incomplete denial, 63

E

- eligibility, 41
 - determination, 38
 - overturn, 47
 - review, 38–41, 62, 72
 - tab, 45, 47
- elimination period, 71
- employee, 13
 - absence, 24

- calendar, 22
 - history, 23, 24
- accident/ illness, 36
- add new, 9
- attendance record, 24
- available leave, 30
- cancel leave, 65–66
- condition, 57
- contact information, 18
- demographics, 17, 18, 22, 52, 64
- demographics report, 83
- discipline, 24
- eligibility, 38
- extend leave, 66–67, 67
- find, 15, 52
- hire date, 18
- insurance date, 36
- key, 19
- leave, 17, 32, 59, 69, 70
 - add, 67
 - entitlement, 17
 - history, 23, 24
 - request, 56
- medical certification, 53, 58
- modify leave, 64–78
- name, 15
- number, 83
- occupation, 18, 36
- previous leave balance, 41
- profile, 30, 31
- profile report, 17
- profile screen, 15, 16–24, 18, 19, 29, 31, 44, 52, 59, 64, 80
- recently accessed, 15
- record, 17, 52, 64
 - finding, 14–15
- requested leave date, 55
- responsibility correspondence, 52
- return, 11
- salaried/exempt, 19
- schedule, 37, 62, 68, 69, 73, 74–75, 77
- search screen, 9
- software access, 20
- tabbed screen, 18
- termination date, 18
- work state, 17, 22
 - unknown, 22
- entitlement
 - calculations, 30
 - exhaustion, 63
 - leave, 17
- exhaustion denial, 63
- explanation, non-qualification, 38

F

Family Medical Leave Act (FMLA), 32, 38, 73, 84

field

- Actual RTW Date, 80
- Cancellation Notes, 65
- Certification Dates, 55
- Change to, 22

- Complete Received, 53
- Delay Until, 40
- delivery date, 32
- Duration, 53
- expected RTW, 32
- Extended Due, 58
- family member, 32
- fitness for duty, 50
- Frequency, 53
- General Notes, 55
- Incomplete Received, 58
- leave extension, 67
- Miscellaneous, 53
- Notes, 14
- original request date, 32
- Physician ID, 53, 55
- Scheduled for, 12
- What is your UserName for Login?, 95

FMLA. *See* Family Medical Leave Act

H

hours worked

- history of, 22
- updating, 19

I

ineligibility denial, 62

insurance

- tab, 45

L

leave

- add absence, 67, 69–70
- approve or deny, 52, 56, 62–63
- audit trail, 41
- cancel, 64–65
- certify, 45, 51–61
- close, 50, 80
- continuous, 32–33, 34, 42, 66
 - convert, 68–69, 68–69
 - early, 77
- coverage breakdown, 67, 69, 70, 72, 76
- data, 17
- denial report, 83
- detail screen, 44–50, 64
- details, 17, 24
- documentation, 52
- duration, 32, 33
- eligibility review, 62
- employee, 17, 32
- entitlement, 17, 39
- existing, 31
- extend, 66
 - continuous absences, 66–67
 - reduced schedule, 67–68
- extend screen, 66
- history, 23, 24, 83
- information, 45

- inquiry, 24–30
- intermittent, 32, 33–34
- Leave Date tab, 24
- modify, 45, 64–78, 74–75
- new, 30
 - adding, 31–43
- notes, 49
- number, 13, 17, 23, 44, 52, 64
- open, 9
- open report, 83
- partial approval, 56
- policy, 29, 39
- pregnancy change date (delivery), 71–72
- process, 49
- reason, 29, 44, 48, 62
- reason analysis report, 83
- reduced schedule, 32, 33, 34–35, 68–69, 68–69
- request, 11, 17, 31–35, 44, 46, 56, 60
 - process, 71
- request screen, 62
- schedule, 73
- status, 44, 83
- summary, 17, 52, 64, 80, 83
- summary box, 31
- tasks, 49
- types, 32, 44
- uncancel, 78
- leave activity. See audit trail
- link
 - Forgot your password?, 95
- location
 - modify, 22
 - work state, 17
- login, 8, 95, 96

M

- main menu, 9
- manager, HR, 19
- medical certification, 11, 49, 55, 58
 - approval, partial, 59–61
 - approve or deny, 52
 - complete, 52
 - date, 52, 56, 60
 - incomplete, 52, 63
 - information, 45–46
 - new, 59
 - notes, 49
 - process, 52
 - incomplete, 58
 - no second opinion, 53–56
 - second opinion, 57
 - recertify, 59
 - report, 83
 - screen, 49, 52–53, 56, 57, 58, 63
 - tab, 45–46, 52, 59
- menu
 - items, 9
 - main, 9
- Microsoft Internet Explorer
 - settings, 96

N

- name
 - login, 8
 - physician, 36, 45
 - policy, 47
 - user, 95
- notes, 52
 - cancellation field, 65
 - general, 55
 - miscellaneous, 53

P

- page
 - home, 8–10, 52, 64
 - main, 9
- password, 8, 96
 - change, 95, 96
 - default, 95, 96
 - reset, 96
- pay period report, 84
- physician
 - analysis report, 83
 - find, 53, 57
 - health classification, 53
 - ID number, 49
 - identification, 53, 54
 - information, 55
 - medical certification, 53
 - opinion, second, 52
- plan, current, 32, 33, 34
- policy, 30, 31, 38, 62, 83
 - absence, 23, 41
 - application, 38
 - availability, 38, 39
 - calculating, 42–43
 - default, 43
 - California Family Rights Act (CFRA), 38, 84
 - configuration, 38
 - coverage, 38, 39, 45
 - breakdown, 41
 - deficiency, 38
 - eligibility, 45, 46–47, 72
 - employer specified report, 84
 - entitlement, 30
 - Family Medical Leave Act (FMLA), 32, 38, 73, 84
 - leave, 29
 - modify coverage, 70–71
 - overturn ineligible, 30
 - qualification, 38
 - remove or delay, 39–41
 - requirements, 38
 - short term disability (STD), 35–36, 45, 46–47, 56
 - workers' compensation (WC), 35–36, 45, 46–47, 56
- print
 - correspondence, 11

Q

- qualifications, elimination period, 36

question, security, 94, 96

R

reason, 13

- child's serious health condition, 32
- code report, 84
- for denial, 83
- for leave, 29, 31, 44, 48, 83
- for leave analysis report, 83
- other, 31
- parent's serious health condition, 18, 32
- Physician Analysis, 83
- pregnancy/ pre-natal care, 32
- spouse's serious health condition, 32

record

- employee, 52
 - attendance, 24
- recertification, 45

report, 81–84

- Absence Totals (Ratios) per Location, 83
- analysis tab, 82
- audit tab, 82
- customize, 82
- Day of Week Analysis, 83
- Demographic Breakdown, 83
- detail, 83
- Detailed Absence, 83
- details tab, 82
- Employee Profile, 17
- Employer Specified Policies, 84
- filter, 82
- generate, 82
- grouping, 19, 22, 83
 - modify, 22
- Groupings (and Locations), 84
- Leave Denial, 83
- list, 84
- list tab, 82
- Medical Certification (Timeframe) Analysis, 83
- Open Leave/ RTW, 83
- parameters, 82
- Pay Periods, 84
- Reason Codes, 84
- Reason for Leave Analysis, 83
- selection screen, 9
- summary, 83
- summary tab, 82
- Supervisors, 84
- tab, 9, 82
- trend, 83–84
- trend tab, 82

return to work (RTW), 44, 72

- date, 9, 32, 50, 80
- employee scheduled for, 11
- indicate final, 9
- report, 83
- tab, 45, 49–50

RTW. *See* return to work

S

schedule

- change hours, 34
- two week, 36–37

screen

- cancel absences, 64, 65
- coverage breakdown, 41
- eligibility, 38–41
- Employee Profile, 15, 16–24, 18, 19, 29, 31, 44, 52, 59, 64, 80
- employee search, 9
- employee, tabbed, 18
- Explanation of Non-Qualification, 38
- Extending Leave, 66
- home, 9
- Leave Details, 11, 44–50, 64
- Leave Request, 62
- login, 8
- Medical Certification, 11, 49, 52–53, 56, 57, 58, 63
- new administrative task, 14
- new leave request, 31
- physician, 54, 55
- report selection, 9
- search, 15
- STD/WC Intake, 35–36
- task list, 12
- two-week schedule, 36–37
- verification, 56, 57

security

- answer, 94, 96
- question, 94, 96

serious health condition, 55

- aspects, 55
- chronic, 45, 53
- definition, 55
- duration, 53
- frequency, 53
- non-certification denial, 63
- not certified, 56

short term disability (STD), 35–36, 41, 45, 46–47, 56

starting count, 41

supervisor

- report, 84

T

tab

- Absences, 45, 50, 64
- All Absences, 24
- All Tasks, 12
- Analysis, 82
- Attendance, 24
- Audit, 82
- Audit Trail, 45, 47, 49, 74
- Back to Work, 11, 45, 49–50, 80
- Certification, 45–46, 52, 59
- Coming Soon, 12, 52
- Continuous, 32
- Correspond, 45, 48
- Details, 82
- Eligibility, 45, 47

- Employment, 22
 - Find EE, 9, 15, 52
 - Insurance, 45
 - Intermittent, 32, 33
 - Leave Date, 24
 - Lists, 82
 - Main Menu, 9
 - My Tasks, 12, 52
 - Reduced Schedule, 32, 34
 - Reports, 9, 82
 - short term disability (STD), 46–47
 - Summaries, 82
 - System Access, 20
 - Task List, 9, 12
 - Trends, 82
 - task list, 9, 10–14
 - administrator list, 14
 - All Tasks tab, 12
 - Coming Soon tab, 12
 - comments, 14
 - My Tasks tab, 12, 52
 - new administrative task screen, 14
 - new task button, 13
 - task, 9, 11, 52
 - ad-hoc, 13–14
 - completion, 49
 - correspondence, 41
 - date, 12, 14
 - define, 14
 - employee scheduled for return to work, 11
 - leave, 49
 - leave documentation due, 11
 - new, 14
 - print and mail correspondence, 11
 - reassignment, 12
 - remove, 11, 13, 41
 - review new leave request, 11
 - system generated, 11
 - type, 14
 - time and attendance feed, 30
 - To-Do List, 9, 12
 - troubleshooting, 93
- ## U
- user name, 8
 - username, 95
- ## W
- WC. See workers' compensation
 - workers' compensation (WC), 35–36, 45, 46–47, 56

Notes

[illegible]